



USER MANUAL We'll guide you through

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Introduction

We heard you! Matrix has received a major facelift. MRIS, other MLS systems and YOU articulated exactly what was needed to make Matrix more tailored to suit your needs. You'll experience easier navigation and more flexibility on the Home page, a lightning-quick Speed bar search created to save you keystrokes and time, a fully comprehensive CMA package, and increased Contact Management functionality that enables you to work more efficiently and productively.

Purpose

The purpose of this user manual is to serve as a guide for the workflows and processes within Matrix, including:

- Market Updates
- Auto Email
- CMAs
- Tax Searches, and more!

Matrix Mobile and Public Record information are also available to MRIS Customers, but are not covered in this manual.

Support Center

Questions? Call or email the Support Center, or use Online Chat.

Support Center

Phone: 301-838-7200 Toll Free: 888-838-8200 Fax: 301-838-7171

Email: helpdesk@mris.net

Monday – Friday: 8:30 AM to 6:30 PM Saturday – Sunday: 9:00 AM to 5:00 PM

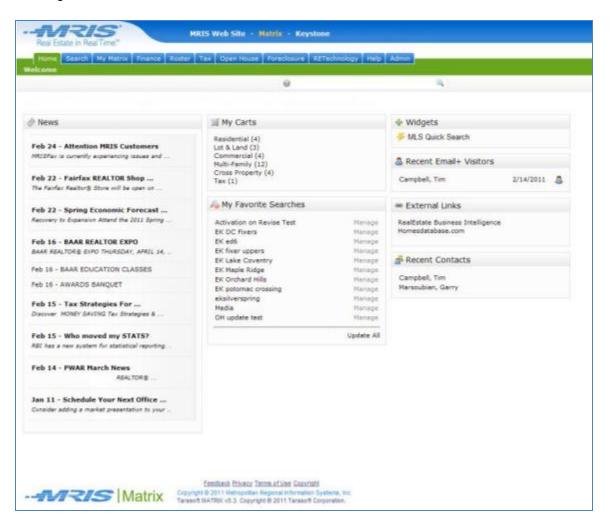
Online Chat

Go to mris.com, click Contact Us, and click Click to Chat.

Monday – Friday: 9:00 AM to 9:00 PM Saturday – Sunday: 9:00 AM to 5:00 PM

Module 1: Home

The Matrix Home page contains your workload at-a-glance and is comprised of several sections. The top of the page contains links to the MRIS Website and other MRIS products, such as Keystone. Below the links are ten tabs which link to other pages within Matrix. Each tab is discussed in a module within this manual. Beneath the links is the Speed bar, a quick search functionality. The main area of the page contains eight widgets, which provide direct access to Matrix pages. To customize the Home page, the widgets can be collapsed, hidden and rearranged.



1.1 Tabs

The Matrix Home page contains ten tabs.



Clicking tabs takes you to other Matrix pages.

The following are the available tabs with a brief description of their functions:

Home - Current MRIS news and Association information

Search – Search for listings in the MLS

My Matrix – Review and edit your Watched Listings, Saved Searches, and saved CMAs. Add clients to your Contacts, maintain and review a history of searches saved for each client, as well as view a history of emails sent to each client

Finance - Financial calculators

Roster - Contact information for real estate agents or offices

Tax – Search the public record of all properties in the MRIS region

Open House – Search for a scheduled Open House

Foreclosure – Search for properties in some stage of the foreclosure process. These properties may or may not be listed within Matrix

ReTechnology – The latest in new Technology for Real Estate Agents

Help – What's New, Additional Resources, Frequently Asked Questions

Each tab's topic is covered in a module within this User Manual.

1.2 Widgets

Eight widgets are located in the center of the Home page below the Speed bar. Widgets provide immediate access to information within Matrix, and can be moved, expanded, collapsed, hidden and revealed to allow for maximum customization of the Home page. Widgets you don't use are stored in the Widgets widget. The following is a list of widgets with brief descriptions of their functions:

News – Displays links for Urgent Notifications, News and Information. Click a link to open an item.

MLS Quick Search – Enter a MLS number to display a specific listing. You can enter more than one MLS number, each separated by a comma.

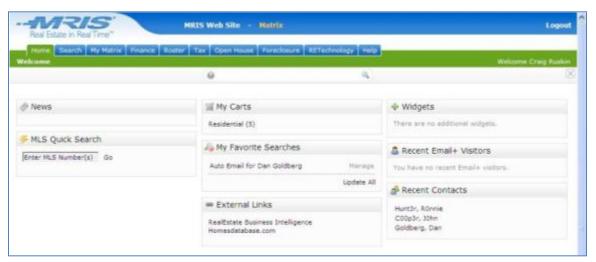
My Favorite Searches – Displays list of Saved Searches marked as Favorites. Click a link to run a search.

External Links – Displays links to External Websites (Links can be added by an Administrator). Click a link to open a page in a new window.

Recent Email+ Visitors – Displays list of clients that viewed Email+, sent either manually or with Auto-Email. Click a link to view the contact and their email settings.

Recent Use Contacts – Displays list of clients who have viewed a recently sent email from "My Contacts". Click a link to view contact information.

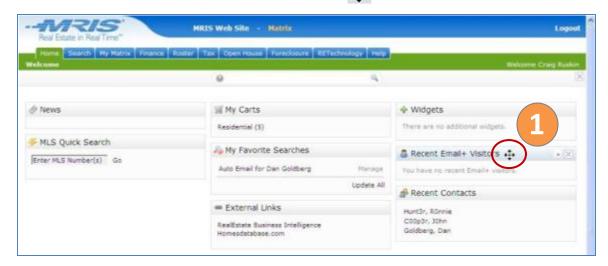
My Carts – Displays the number of added listings in each cart. Carts are distinguished by Property Type.



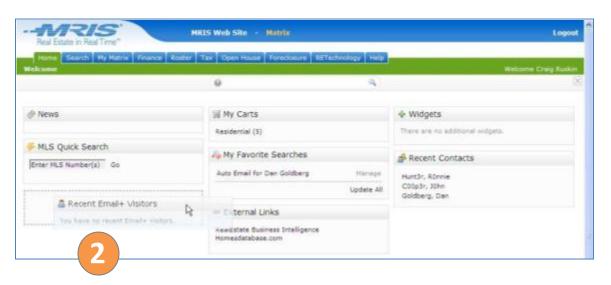
Note: The News widget is the only widget that cannot be manipulated.

Move a Widget

Step 1: Place the cursor over the top bar of the widget you want to move. The cursor shape changes to a four-pointed cross.



Step 2: Click and drag the widget to the preferred position on the Home page. The position of other widgets may adjust to accommodate the new position of the widget you have just moved.



Collapse a Widget

- Step 1: Place the cursor over the top bar of the widget you want to collapse. The icons display, and the cursor shape changes to a pointed finger.
- Step 2: Click the up arrow icon.

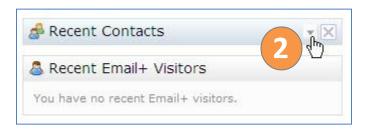


The widget is collapsed.



Expand a Widget

- Step 1: Place the cursor over the top bar of the widget you want to expand. The icons display and the cursor shape changes to a pointed finger.
- **Step 2:** Click the down arrow icon.



The widget is expanded.

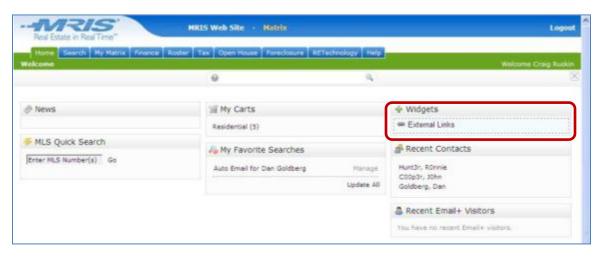


Hide a Widget

- Step 1: Place the cursor over the top bar of the widget you want to hide. The icons display and the cursor shape changes to a pointed finger.
- Step 2: Click the close Kicon.

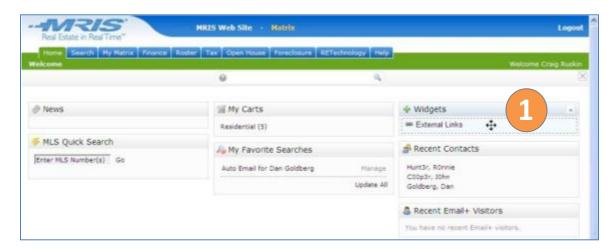


The widget is hidden and the title of the widget displays in the Widgets widget.



Reveal a Widget

Step 1: In the Widgets widget, place the cursor over the title of the widget to reveal. The cursor shape changes to a four-pointed cross and the title is surrounded by a dashed box.

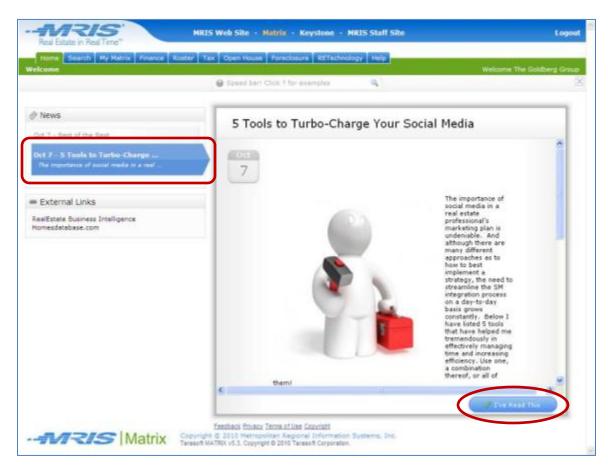


Step 2: Click and drag the title of the widget to the preferred location on the Home page.



1.2.1 News

The News widget contains links to announcements with pertinent information to Matrix and MRIS. To display a News message, click a link in the News widget. After reading the item, click "I've Read This."



Note: The News widget cannot be moved, collapsed or hidden.

Urgent Messages

Occasionally, the News widget displays important news and information notices which must be read. MRIS designates these announcements with an Urgent status. Upon login, a yellow hazard icon displays and the urgent message automatically opens. Read the message and either click "I've Read This", or click "Read Later". If you click "Read Later" Matrix maintains that message status as Urgent and opens the item again the next time you log in.

1.2.2 Recent Contacts

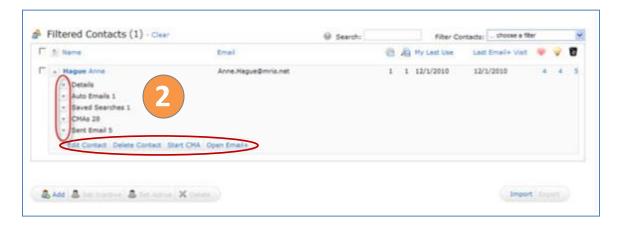
The Recent Contacts widget displays the names of the ten most recently used contacts. Click the link for a contact name to be redirected to the Contacts page under the My Matrix tab. Here, you can edit contact details, delete the contact, start a CMA for that contact, or open any Email+ emails assigned to that contact.

Step 1: Click the contact you want to view.



On the **Contact** page, the contact chosen from the Home page displays in the **Filtered Contacts (1)** section.

Step 2: Click the dropdown arrows to view contact details, and lists of sent Auto and regular emails, saved searches, and sent CMAs. Click the action buttons located below the dropdown arrows to edit the contact details, delete the contact, or start a CMA or open the email history in *Read Only* mode.



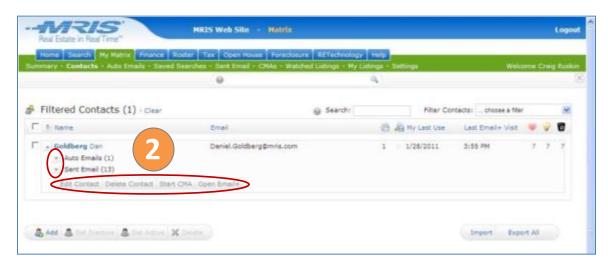
1.2.3 Recent Email+ Visitors

The Recent Email+ Visitors widget displays the names of the ten most recent contacts who have last visited the Email+ portal. Click the link for a contact name to be redirected to the Contacts page under the My Matrix tab. Here, you can edit contact details, delete the contact, start a CMA for that contact, or open any Email+ emails assigned to that contact.

Step 1: Click the contact you want to view.



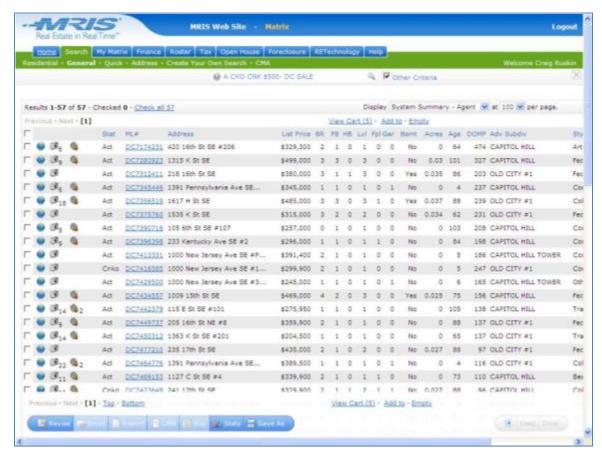
Step 2: On the Contact page, the contact chosen from the Home page displays in the Filtered Contacts (1) section. Click the dropdown arrows to view contact details, and lists of sent Auto and regular emails, saved searches, and sent CMAs. Click the action buttons located below the dropdown arrows to edit the contact details, delete the contact, or start a CMA or open the email history in *Read Only* mode.



1.2.4 My Favorite Searches

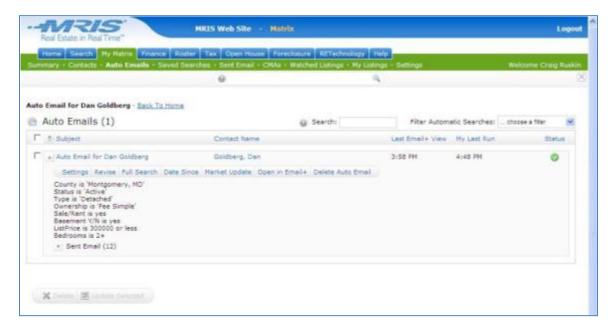
The My Favorite Searches widget displays up to 15 saved Searches and Auto Emails that you designate as My Favorites. In the My Favorite Searches widget, click the link of a search or email to display its results.





To manage the settings for a saved search or an Auto Email saved to My Favorite Searches, click the **Manage** link to the right of the applicable search.





Click **Update** All to display the number of new listings since the Favorite Searches were last run.



1.2.5 MLS Quick Search

The MLS Quick Search widget enables you to search for one or more specific listings.



Step 1: In the **Enter MLS Number(s)** field, enter a MLS number.

To find more than one listing, enter more than one MLS number, each separated by a comma.

Step 2: Click Go.



The listing or listings display.



1.2.6 External Links

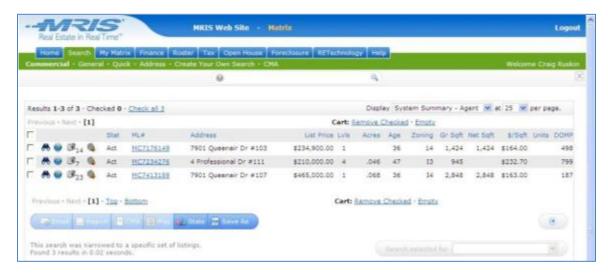
The External Links widget displays links to external websites. Your Matrix Administrator can add links to websites. To open an external website in a new window, click the applicable link.



1.2.7 My Carts

The My Carts widget displays links for up to five carts, with one cart per property type search (Residential, Lot & Land, Commercial, Multi-Family, Cross Property). Carts are repositories for listings you select after a search is completed. Click a cart's link retrieve the listings in that cart. The cart's link contains the number of items in the cart. Carts are detailed in **Carts** section of this module.



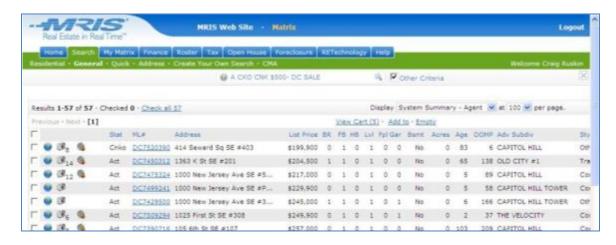


1.3 Carts

After performing a search, you can add selected listings from the search results to a cart. The cart contents are preserved after you navigate away from the page, and listings from subsequent searches (related or unrelated) can be added to the cart at any time. You can have up to five carts, one each for the main search types (Residential, Lot & Land, Commercial, Multi-Family, or Cross Property). To create or modify a cart with multiple property types, perform a Cross Property search and follow the procedures for carts.

Add Listings to Cart

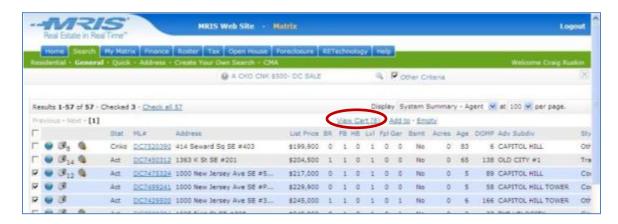
- **Step 1:** Perform a Residential, Lot & Land, Commercial, Multi-Family, or Cross Property search as detailed in the **Perform a Search** section in Module 2.
- **Step 2:** After entering the search criteria, click **Search**. The search results display.



- **Step 3:** Click the checkbox for each listing you want to add to the cart. Each selected record is highlighted in blue.
- Step 4: Click Add to.

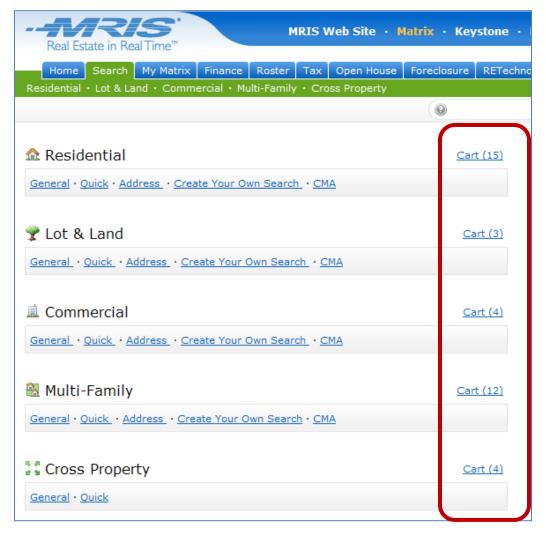


The listing(s) are added to the cart. Links in Matrix for the cart are updated to reflect the new total number of items in the cart.



View Cart Contents

When a user returns to the Search page, the **Cart (X)** links indicate if a cart has been created and how many listings are currently in that individual cart for each property type. Clicking the **Cart (X)** link next to a property type displays the items in that Cart.

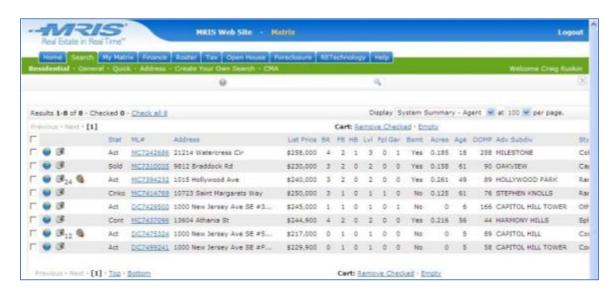


In addition, you can access a cart by clicking the applicable link in the My Carts widget on the home page. See the **My Carts** section in this module.

Remove Individual Listings from Cart

Once a cart has been viewed, cart contents can be individually removed from the cart.

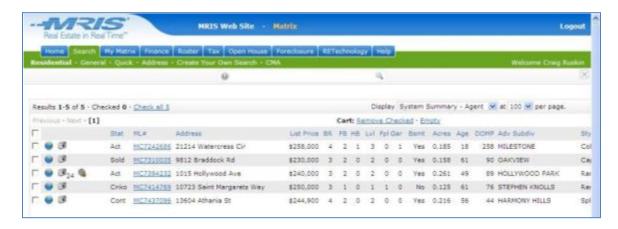
Step 1: Click the **Cart (X)** link you want to access. The cart displays.



- **Step 2:** Select the checkbox(es) for the listing(s) to remove from the cart. Each selected record is highlighted in blue.
- Step 3: Click Remove Checked.

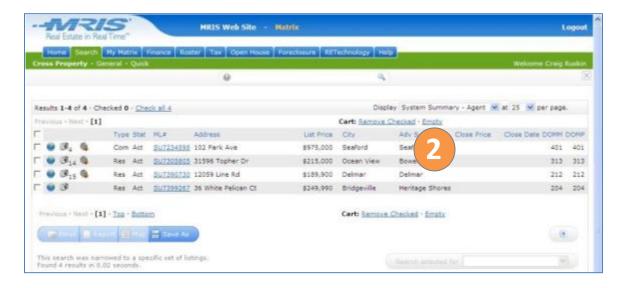


The selected listings are removed from the cart. Links in Matrix for the cart are updated to reflect the new total number of items in the cart.



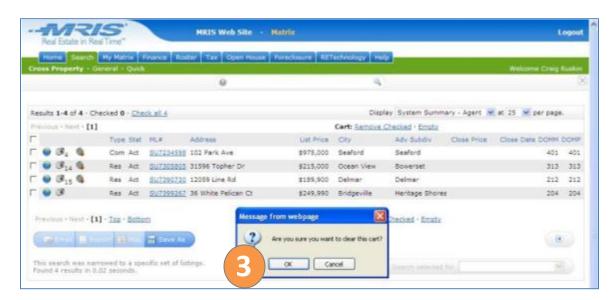
Empty a Cart

- **Step 1:** Navigate to the cart by clicking the **Cart (X)** link from the Search page or from within a search results page, or by clicking the applicable link from the My Carts widget on the Home page.
- Step 2: Click the Empty link.



A dialog box displays to confirm that you want to clear the cart.

Step 3: Click OK.



The cart is empty. Click a tab to navigate from the page.



1.4 Speed Bar

The Speed Bar is a powerful tool designed to improve your search and significantly reduce the effort to revise searches. Strategically positioned beneath the navigation tabs in the center of every page, the Speed Bar works in tandem with the action buttons located on the search results page for a seamless search experience.



Speed Bar is used for more efficient searching, with predetermined codes to initiate and refine searches. You can enter MLS numbers, property field codes for various types, numbers of bedrooms and bathrooms, list price, etc., or an agent in your Roster. The Roster is detailed in Module 5. Speed Bar shortcuts can be saved for a quicker search using frequently used search

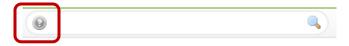
criteria. Speed bar can be used as the main search method for a search, or to refine searches. More information about searches is detailed in Module 2.

1.4.1 Speed Bar Search as Primary Search Method

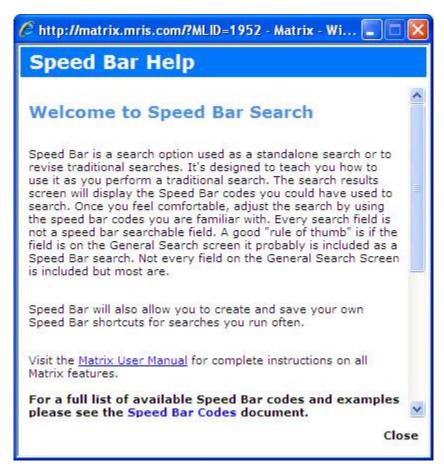
To perform Speed Bar searches as the primary method for searching listings, perform the following procedures.

Look Up Speed Bar Codes

Step 1: Click the question mark icon to the left side of the Speed Bar.



Speed Bar Help displays is a separate window.



Step 2: Click the Speed Bar Codes link in the Speed Bar Help window.

The MRIS Speed Bar Fields and Codes document displays in a separate window in Adobe Acrobat format.

Enter Speed Bar Search

Speed bar searches are searches you use often, including broad searches that can be modified as needed. In this example, an agent enters a search for listings which are active, or have contingencies with or without kickout, in Capitol Hill, with 3 or more bedrooms.

Step 1: Click in the Speed Bar and enter the codes for the search terms. In this example, the codes are: A CKO CNK ADV Capitol Hill 3+

Note: Rather than entering *BR* for bedroom or *BA* for bathroom, Matrix automatically determines that when a single digit is entered, it refers to bedrooms. If a second single digit is entered, Matrix determines it refers to bathrooms. For example:

3 = 3 bedrooms

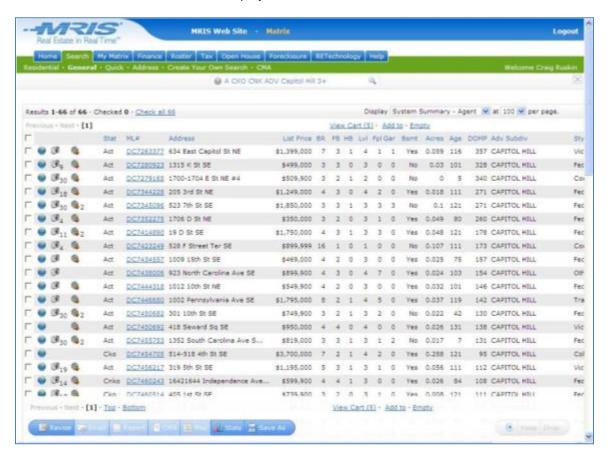
32 = 3 bedrooms and 2 bathrooms

3+2+=3 or more bedrooms and 2 or more bathrooms.

Step 2: Click the Search icon.



The search results display.

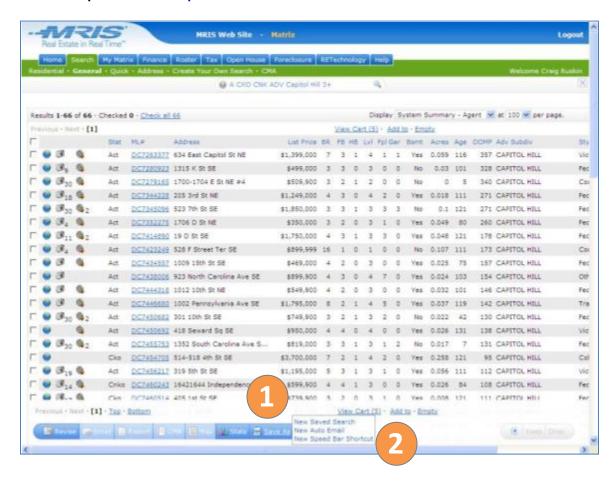


Save Speed Bar Shortcut

In this example, the agent saves the speed bar search performed in the preceding procedure.

Step 1: After a speed bar search results are displayed, click **Save As**. A small window displays to the right.

Step 2: Click New Speed Bar Shortcut.



The My Matrix page displays.

Step 3: In the Speed Box Shortcut field, enter a unique description for the search that is easily remembered.

Note: Do not remove the backslash (/) already populated in the field.

Text is limited to a total of 20 characters, including the backslash. A shortcut name may not include spaces, symbols or punctuation In this example, the Shortcut is named /CapHill3+

- **Step 4:** Optionally, enter a more detailed description for the shortcut in the **Description** (Optional) field.
- Step 5: Click Save.



The search results display, with a notification that the shortcut is created

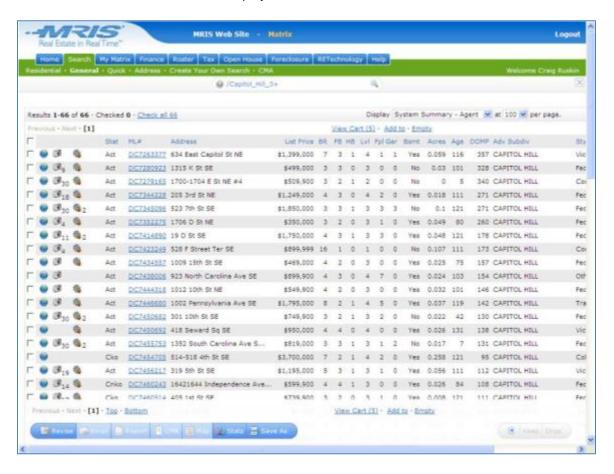


Retrieve Speed Bar Shortcut

- Step 1: In the Speed Bar, enter the Shortcut name, starting with the backslash.
- Step 2: Click the Search icon.



The search results display.



Modify Speed Bar Shortcut Results

Modify the results of a Speed Bar Shortcut search by entering additional codes.

Step 1: In the Speed Bar, enter additional field codes as necessary. **Follow the Look Up Speed Bar Codes** procedure in this module, if needed.

In this example, the field code BS is added to return only listings with Basements

Step 2: Click the Search icon.



The modified search results display.



1.4.2 Modify General Searches with Speed Bar

To modify the results of a general search with the Speed Bar, perform the following procedure.

Step 1: Perform a general searching using the methods detailed in Module 2 of this manual. The codes from that search automatically populate the speed bar. Search terms which are not Speed Bar Codes (e.g., Zip Codes) are not listed in the Speed Bar, and are accessed by clicking **Other Criteria**.



- **Step 2:** Click in the Speed Bar and enter, delete or modify codes to change the search. If needed, perform the **Look Up Speed Bar Codes** procedure detailed in this module to determine the appropriate codes.
- Step 3: Click the Search icon.



The modified search results display, based on the changed codes entered in the Speed Bar. To maintain the integrity of original search, the modified search is not saved. If warranted, perform the **Save Speed Bar Shortcut** procedure detailed in this module to save the Speed Bar search.



Note: Codes from the most recently performed search (General or Speed Bar) always populate the Speed Bar, which is available on every Matrix page. Therefore, you do not always need to perform Step 1. Just enter Speed Bar codes in the Speed Bar at any time and click the **Search** icon.

1.4.3 Revealing and Hiding the Speed Bar

To hide the Speed Bar, click the X icon below Welcome.



To reveal the Speed Bar, click the down arrow icon to the right of Welcome.



Module 2 - Search

Matrix provides a comprehensive and powerful tool to search for property listings. The Search functionality is inclusive for all property types and listing statuses, and contains all listings entered by MRIS customers. Search results have up-to-date information at your fingertips, including changes in listing price or status.

The Search page contains 22 search links, organized to help direct a search using two main criteria simultaneously: property type and search type.

Click any of the searches under the **Residential** property type to limit a search to Residential listings. Similarly, click any of the searches under **Lot & Land**, **Commercial**, or **Multi-Family** property types to limit a search to Lot & Land, Commercial, or Multi-Family listings, respectively. The two **Cross Property** searches do not limit the search to a specific property type.

For each of the Residential, Lot & Land, Commercial, Multi-Family property types, there are five search types: **General**, **Quick**, **Address**, **Create Your Own Search** and **CMA**. Cross Property searches include only General and Quick searches.

General search pages display a broad range of search criteria from which to enter.

Quick search pages contain a limited number of criteria such as *ML#*, *County*, *Status*, and fields with Listing and Selling Agent information.

Address search pages contain search criteria to easily locate property geographically.

Create Your Own Searches search pages contain just two fields, *County* and *Status*. Add additional fields to customize the search. Fields added to a search page remain on the search page for future searches until they are removed.

CMA search pages contain search criteria commonly used in creating a Comparative Market Analysis (CMA). After the search results display, follow the procedures in the **CMA** section of this Module to create the CMA report. CMA reports can be generated from any search results page, not just CMA search results pages.

All searches, regardless of property type and search type follow the same basic steps:

First, navigate to the search page and specify search criteria. Optionally, add and remove additional criteria, select a map, customize the way search results display, and check criteria and counts. After inputting criteria, click **Search** to enact the search. Optionally, save the search.

Note: You can also search listings with the Speed Bar by following the procedures in the **Speed Bar** section in Module 1 of this user manual. Search results display in a *General* search results page for the applicable Property Type. Follow the procedures in the **Search Results** and **Work with Selected Listings** sections in this module to explore the Speed Bar Search results and work with listings.

After obtaining search results, you can sort the results, view individual listings and their details, and watch a listing. You can also work with one or more listings from within the search results, by creating emails to contacts, reports, CMAs, and generating statistics.

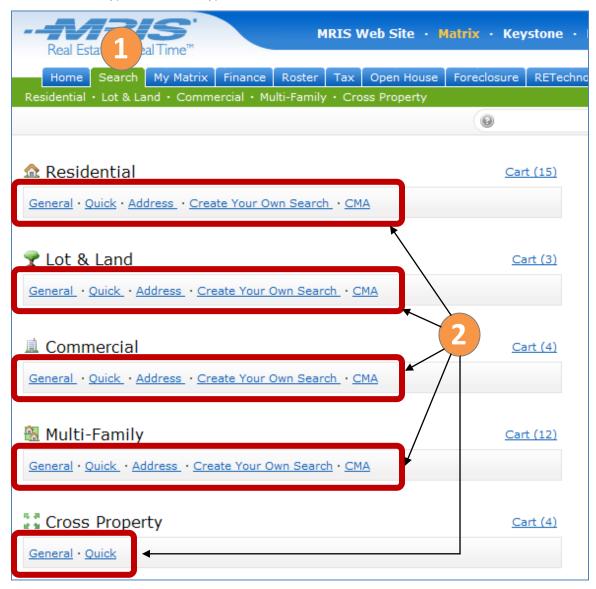
2.1 Perform a Search

The following procedures guide you through the steps to create a search. Of the procedures that follow, only **Navigation**, **Enter Search Criteria** and **Run Search** are required. All other procedures are optional.

2.1.1 Navigation

To begin a search, perform the following procedure.

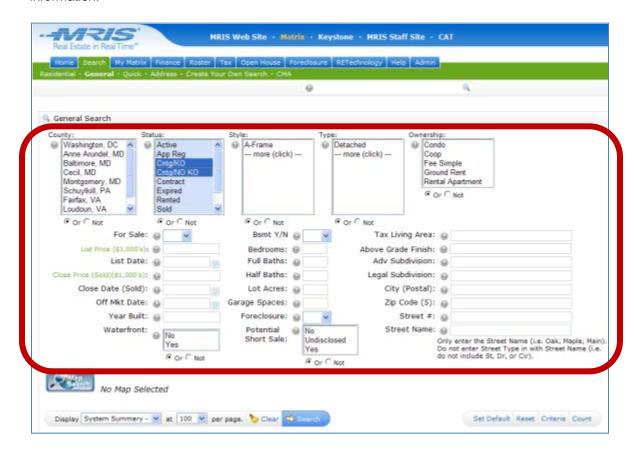
- **Step 1:** From the Home page, click **Search**. The Search page displays.
- Step 2: Determine the property type to search by (Residential, Lot & Land, Commercial, Multi-Family or Cross Property), and the type of search to perform (General, Quick, Address, Create Your Own Search, CMA), and click the applicable link. See the introduction to this module for details on property type and search type.



2.1.2 Enter Search Criteria

Continue the search by entering search criteria in the main window of the Search page. Each of the 22 search links displays pages with different search criteria, customized for the property and search types. Criteria for the search are entered by a variety of methods: by selecting one more items from a pick list (e.g. *County*), selecting an item from a dropdown menu (e.g. *For Sale*), or by entering alphanumeric text (e.g. *Street Name*), numbers (e.g. *Year Built*) or dates (e.g. *List Date*) into fields. Some fields can use data in more than one format (e.g. entering a date range with numbers or dates), or can accept a range of data (e.g. 300-500, or 3+).

All search fields and controls have an information (a) icon to the left of the field's label. Place the cursor over the information icon to display a yellow tooltip with directions for entering information. Alternatively, click the information icon to display in separate window the directions for entering information.



Search Tips

Pick List controls (e.g. County, Status, Style)

If an item is not displayed, scroll to view more items in the list. To display all items available in the list, scroll the bottom of the list, and click --- more (click) ---.

To select single or multiple items, press the CTRL key and click items. To de-select single or multiple items, press the CTRL key and click already selected items.

Use the **And/Or/Not** radio buttons as needed in conjunction with selecting multiple items from a pick list. Each field defaults to "**Or**".

And retrieves listings that match ALL of the Item(s) selected
 Or retrieves listings that match ANY of the Items selected
 Not retrieves listings that DO NOT have the item(s) selected

Text fields (e.g. Adv Subdivision, City (Postal), Street Name)

Use the asterisk (*) as a wildcard, or substitute for any portion of the name of which you are unsure. For example: **Beth*** entered in the *City* field would search for all listings beginning with **Beth**: Bethesda, Bethany, etc.

Use the exclamation mark (!) before or after text entered within the search to indicate exclusion. It can be used separately, or in combination with the wildcard (the asterisk). For example: !Beth* entered in the *City* field would *exclude* listings beginning with Beth: Bethesda, Bethany, etc.

Use a comma (,) to separate multiple items in a list. For example: Bethesda, Rockville

Number fields that accept ranges (e.g. Bedrooms, Full Bath)

Use an exact number, the minus sign or the plus sign. For example:

2 to find exactly two bedrooms

2- to find 2 or fewer bedrooms

2+ to find 2 or more bedrooms

2-5 to find a range of bedrooms from 2 to 5 bedrooms

Price fields that accept ranges (e.g. List Price)

Do not include commas or dollar signs in criteria. Prices are entered in thousands; the three trailing zeros are not needed. Use decimals for values less than \$1000. Search for a range by using a dash (-) between the two numbers. Use + or > to indicate greater than or equal to; Use – or < to indicate less than or equal to. For example:

100 for exactly \$100,000 **200-** or **<200** for less than or equal to \$200,000 **200+** or **>200** for greater than or equal to \$200,000 **650-700** for a sale price of \$650,000 - \$700,000 **.75-1** for a rent price of \$750 to \$1000

Dates (e.g. List Date)

Click the calendar 📃 icon to select a date from a pop up calendar.

Or, enter dates/numbers:

For a single date, enter the date in the mm/dd/yyyy format: **7/20/2003**For a range of dates, use a dash between two dates: **7/28/2003-7/31/2003**Enter a number and a + to search from the current date, backward: **180**+ to search the range of 180 days back through the present date

Enter a date and a + or a > for dates greater than or equal to the date entered: 7/31/2003+ or 7/31/2003

Enter date and a - or a < for dates less than or equal to the date entered: 7/31/2003- or <7/31/2003

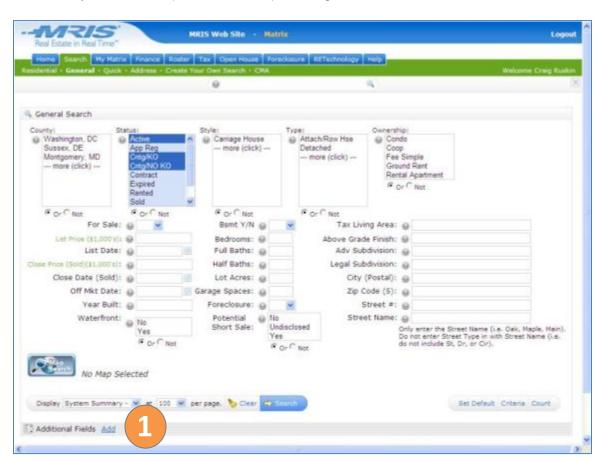
2.1.3 Add/Remove Additional Fields

Matrix has dozens of criteria (fields) that do not show up automatically on a search page. However, you can add any of these fields to the search page to further customize a search. Perform the following procedures to add and remove fields to a search. If you do not need to add search fields, skip these procedures. For each search page, added fields remain on the page for each subsequent search until they are removed.

Note: These procedures are required when creating a **Create Your Own Search** search. Since a **Create Your Own Search** search initially includes only the *County* and *Status* fields, performing the following procedures fleshes out the search.

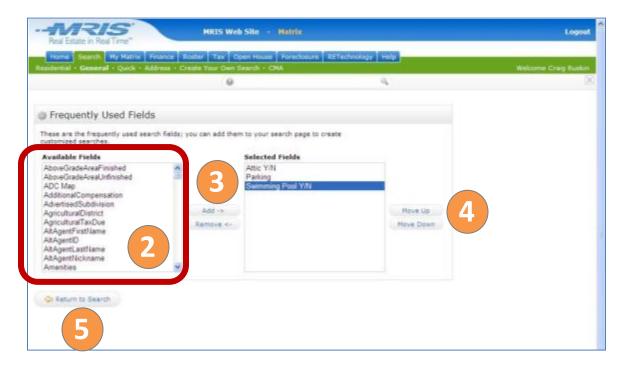
Add Additional Fields

Step 1: Click **Add** (or **Add/Remove**) to the right of Additional Fields.



The Frequently Used Fields page displays.

- **Step 2:** In the **Available Fields** area, select additional field(s). To select more than one field at time, hold down the CTRL key while selecting the fields. Scroll down to see additional fields.
- **Step 3**: Click **Add** or double-click the field(s) to move the items to the **Selected Fields** area.
- **Step 4**: Optionally, select one field and click **Move Up** or **Move Down** to rearrange the order of the additional fields.
- Step 5: Click Return to Search.

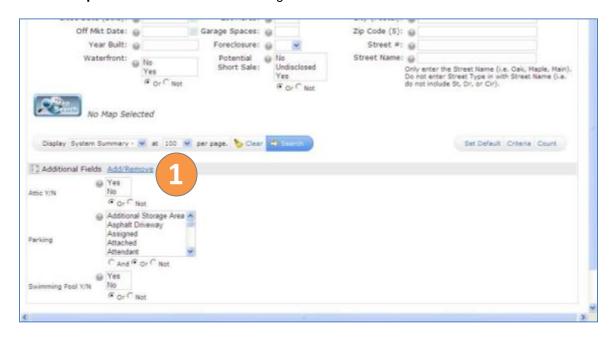


The additional field(s) display at the bottom of the search page. You may have to scroll down to view them. See the **Entering Search Criteria** and **Search Tips** sections in this module for instructions on using the additional criteria.



Remove Additional Fields

Step 1: Click Add/Remove to the right of Additional Fields.



The Frequently Used Fields page displays.

Step 2: In the **Selected Fields** area, click the fields to remove. To select more than one field at time, hold down the CTRL key while selecting the fields.

Step 3: Click Remove.

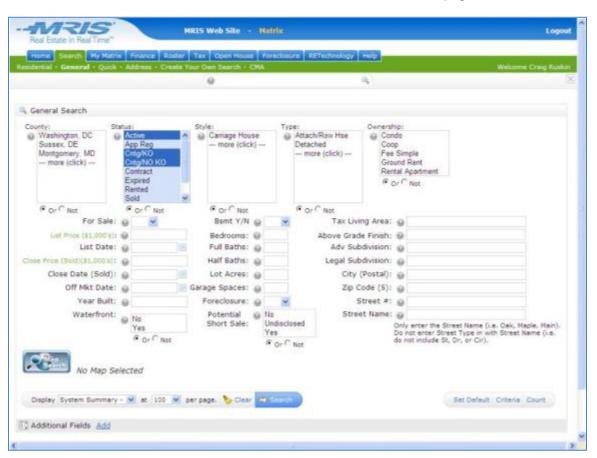


The field(s) are removed from the Selected Fields area.

Step 4: Click Return to Search.



The additional search fields are removed from the search page.



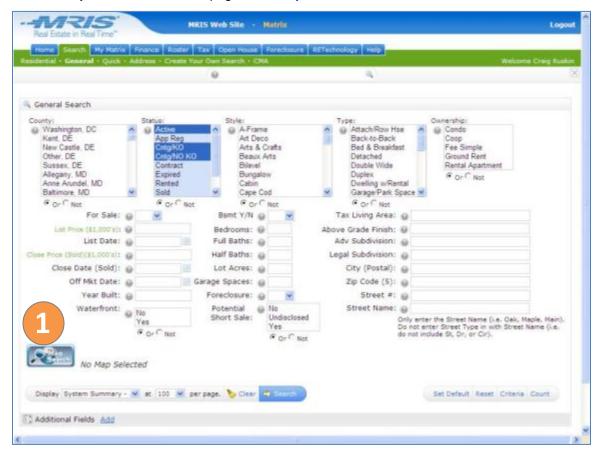
2.1.4 Map Search

To further geographically specify a search, optionally define a search area on a map from which to select listings. If you do not need to add a map, skip these procedures.

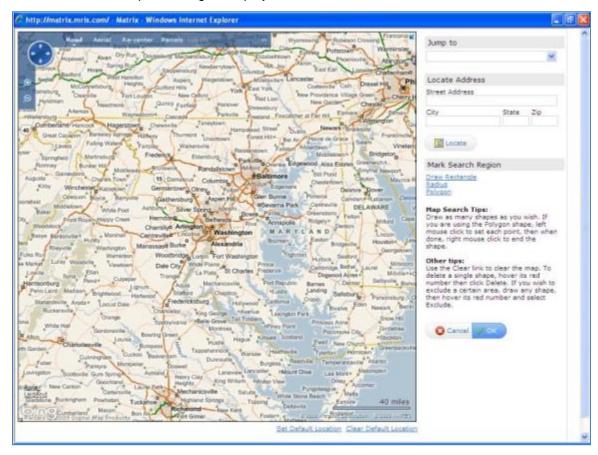
Note: When using Map Search to geographically define a search area, avoid the use of other geographical Search Criteria (such as *Advertised Subdivision*, *City (Postal)*, *Zip* or *Street Name*) to prevent mutually exclusive criteria from being entered. For example: a search with a Map Search specifying a location that does not include a Zip Code that was entered in the Search Criteria produces a result with no listings.

Navigate to Map

Step 1: From the Search page, click Map Search.



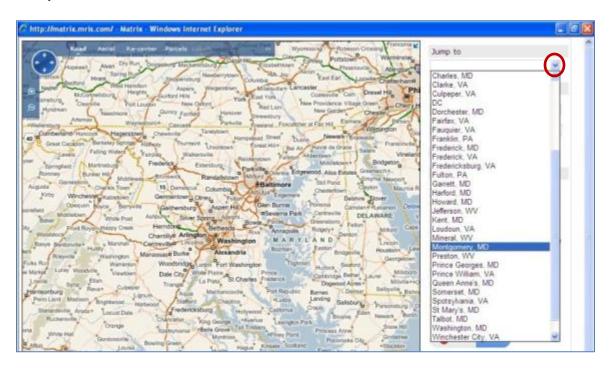
A map of the region displays in a new window.



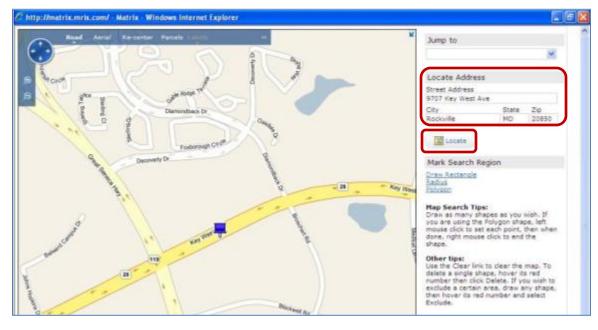
Adjust the Map

To adjust the map to the desired location or zoom level, or to change the information displayed, perform one or more of the functions below:

Click the **Jump to** dropdown arrow and select a County from the dropdown list. You may have to scroll down for the applicable item. The map is now zoomed in and centered over the selected county.



Enter address information into the **Street Address**, **City**, **State** and **Zip** fields in the **Locate Address** area. Click **Locate**. The map is now zoomed in and centered over the entered location.



Click the **Zoom In** and **Zoom Out** icons of the slider bar near the top of the left side of the map to magnify or expand the map.

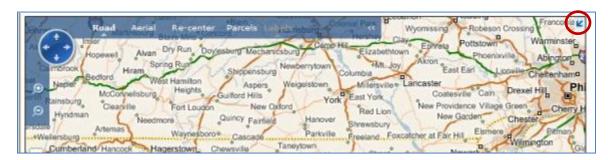


Click anywhere on the circle of the **Panning** icon in the top left corner of the map to move the map in the direction clicked.

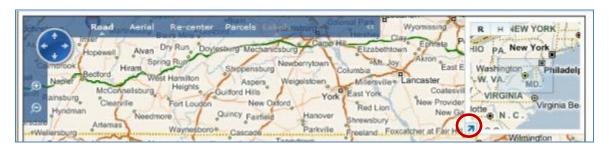


Click anywhere on the map and drag the map in any direction.

Expand the mini-map using the **Expand** icon in the top right of the map. Click anywhere on the mini-map and drag the mini-map in any direction. Release the click button to have the main map move accordingly.



Click the **Collapse** icon at the lower left of the mini-map to close the mini-map.



Click Road to display a standard street map. This is the default view.



Click Aerial to display a satellite view of the map.



While in Aerial view, click **Labels** to display street and place name information. Click **Labels** again to hide street and place name information.



Click **Parcels** to display individual parcels. Note that this function is available only in select locations and at a high zoom level.



If you have moved the map after drawing a search area (see **Draw Search Area**, below), click **Re-center** to reposition the map so that search area is at the center.



Draw Search Area

After adjusting the map to your specifications, draw the search area from which listings will be retrieved. Shapes include Rectangle, Circle (Radius), and Polygon. Draw as many shapes as needed. To erase the entire search area, click **Clear**.

Draw Rectangle

- Step 1: Click Draw Rectangle.
- **Step 2:** Move the cursor to where you would like to place a corner of the rectangle on the map, and click.
 - A red circle with a number in it displays where you clicked.
- **Step 3:** Without releasing the click button, move the cursor diagonally to where you would like to set the opposing corner, and then release the click button. The rectangular search area displays on the map.



Draw Circle

- Step 1: Click Radius.
- **Step 2:** Move the cursor to where you would like to place the center of the circle on the map, and click.
 - A red circle with a number in it displays where you clicked.
- **Step 3:** Without releasing the click button, move the cursor away from the center of the circle to expand the circle's radius. The radius length is displayed as you move the cursor.
- **Step 4:** Release the click button to set the circle's radius. The circular search area displays on the map.



Draw Polygon

- Step 1: Click Polygon.
- **Step 2:** Move the cursor to where you would like to set a corner of the polygon on the map, and click.
 - A red circle with a number in it displays where you clicked.
- **Step 3:** Move the cursor to a desired area of the map and click to set another corner of the polygon.
- **Step 4:** Repeat Step 3 as needed for each corner of the polygon.
- **Step 5:** Right-click to finish drawing the polygon.
 - The polygonal search area displays on the map.



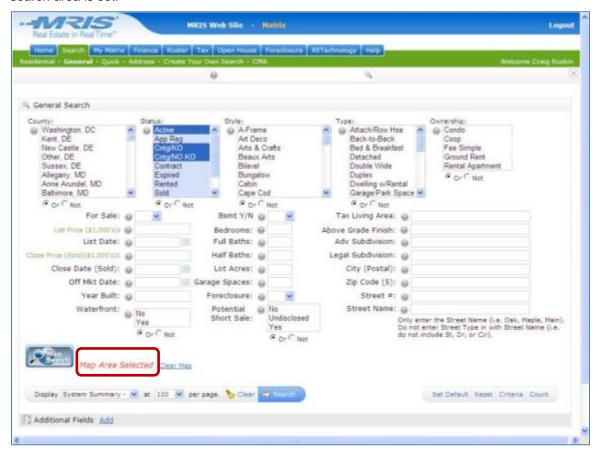
To remove one shape, place the cursor over its red number, and click **Delete Section** in the tooltip that displays.

Set Search Area

To set the search area, click OK.



The Search page displays with a *Map Area Selected* notice to confirm that the geographic search area is set.



To clear the search area, click Clear Map.

To modify the search area, click Map Search again, and follow the procedures in this section.

Set or Clear Default Map Location

To have the map display the same area each time you create a map search, perform the procedures in the **Adjust the Map** section in this module, and click **Set Default Location**. To reset the map to display the entire MRIS coverage area when you create a map search, click **Clear Default Location**.



2.1.5 Search Page Action Buttons

Several action buttons display at the bottom of the search page. They function to modify the way the search results page displays, to work with default settings, or to check the search criteria before running the search.



Click the **Display** dropdown arrow to reveal a menu with a choice of ten formats to display the search results. Select an item in the menu to change the report from the defaut format, *System Summary - Agent*. Displays may also be selected on the search results page.

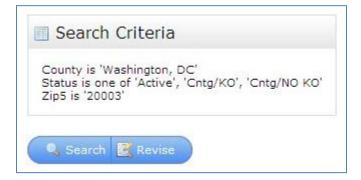
Click the **per page** dropdown arrow to reveal a menu with a list of choices for the number of items seen per search results page, 10, 25, 50 or 100. The default value is 100. The number of listings to display per page may also be selected on the search results page.

Click Clear to remove all search criteria from the search.

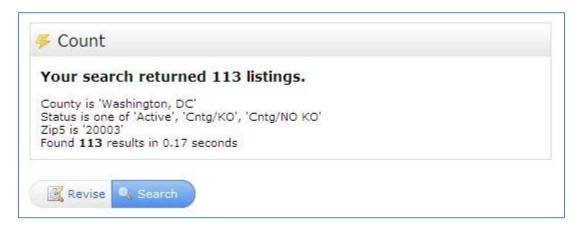
Click **Set Default** to make the current search criteria the default search criteria for the current search page.

Click **Reset** to clear the default search criteria for the current search page.

Click **Criteria** to display the criteria for the current search on a subsequent page. Click **Revise** to return to the search page, or click **Search** to view the search results.

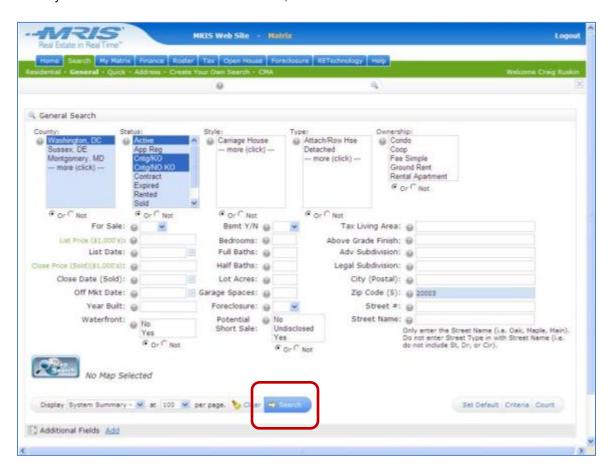


Click **Count** to display the number it items that will be returned in the search on a subsequent page. Click **Revise** to return to the search page, or click **Search** to view the search results.

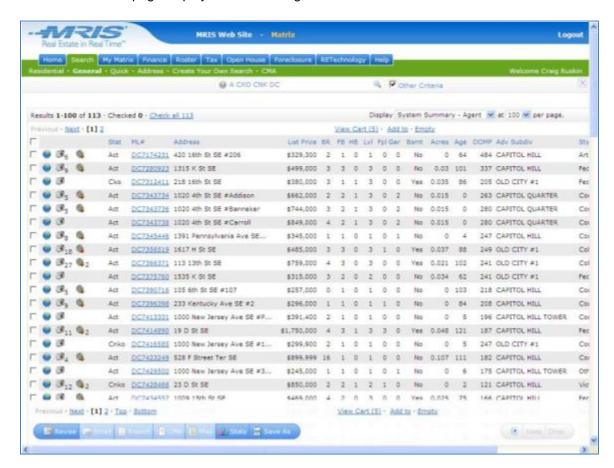


2.1.6 Run Search

When you have entered all the search criteria, click **Search** to run the search.



The search results page displays with the listings found based on the search criteria.



2.1.7 Save Search

To save the search for future use, click **Save As**. A tooltip displays with three options: **New Saved Search**, **New Auto Email** and **New Speed Bar Shortcut**.

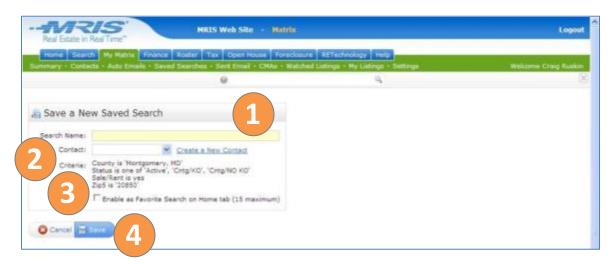


New Saved Search

Saving a search enables you to easily access it in MyMatrix and associate a contact to it. To save the search, click **Save As**, and then click **New Saved Search** in the tooltip.

The Save a New Saved Search page displays.

- **Step 1:** Click in the **Search Name** field and enter a name for the search.
- Step 2: Click the Contact drowdown arrow and select a contact. Or, click Create a New Contact and follow the screen prompts to enter the applicable information. More information about Contacts is discussed in Module 3 of this manual.
- **Step 3:** Optionally, click the checkbox to enable the search as a Favorite Search on the Home page. See the **My Favorite Searches** section in Module 1 of this manual.
- Step 4: Click Save.



New Speed Bar Search

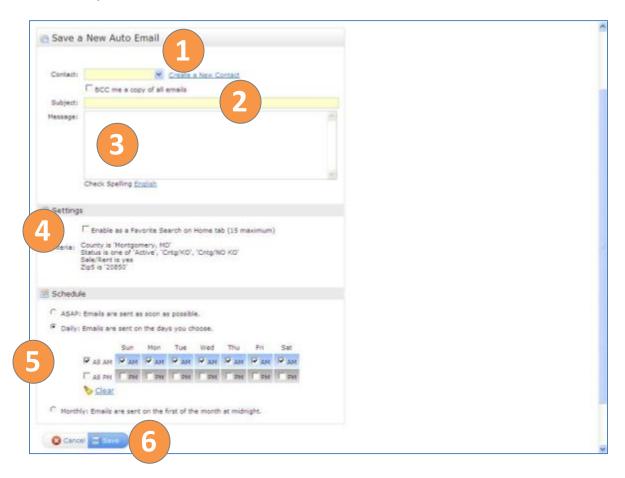
Saving a search as a Speed Bar Search enables you to access the search by typing the shortcut name into the speed bar, which displays on every page in Matrix. To save the search as a speed bar search, click **Save As**, click **New Speed Bar Shortcut** in the tooltip, and then follow the procedure **Save Speed Bar Shortcut** in Module 1 of this user manual, starting from step 3.

New Auto Email

Saving a search as an Auto Email enables you to send the search results as an Auto-Email to a client. To save the search, click **Save As**, and then click **New Auto Email** in the tooltip.

The Save a New Auto Email page displays.

- Step 1: Click the Contact drowdown arrow and select a contact. Or, click Create a New Contact and follow the screen prompts to enter the applicable information. More information about Contacts is in Module 3 of this manual. Optionally, click the checkbox to blind carbon copy yourself on all the Auto Emails generated from this search.
- Step 2: Enter a subect for the Auto Email in the Subject field.
- **Step 3:** Enter a message for the body of the email in the **Message** field.
- **Step 4:** Optionally, click the checkbox to enable the search as a Favorite Search on the Home page. See the **My Favorite Searches** section in Module 1 of this manual.
- Step 5: Choose the ASAP, Daily, or Monthly radio button in the Schedule area. Select ASAP to send the Auto Email as soon as possible. Select Daily and then select the applicable time/day checkboxes to set the times and days the Auto Email is sent. The All AM and the All PM checkboxes set the Auto Email to run each morning, or evening, respectively. Select Monthly to send the Auto Email on the first of each month at midnight.
- Step 6: Click Save.

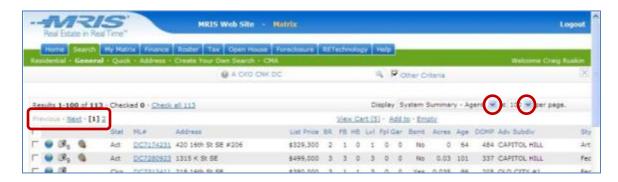


2.2 Search Results

Matrix search results default to the *System Summary - Agent* display, although there are nine other formats in which to display search results. Change the display format by clicking the **Display** dropdown arrow and selecting a display format from the menu.

Change the number of listings displayed on the page by clicking the **per page** dropdown arrow and selecting a number from the menu.

Navigate through more than one page of listings by clicking Previous, Next, or a page number.



2.2.1 Sort Search Results

Sort the search results to help you decide which listings to work with. Matrix offers two ways to sort search results. You can create a simple sort by one column, or create a nested sort by multiple columns.

Note: Matrix prevents sorting on search results of over 500 listings.

Simple Sort

To sort listings by one item, click an applicable column header (designated by blue text). The first time you click a column header, Matrix sorts the results in ascending order; a second click on the same column header sorts the listings in descending order.

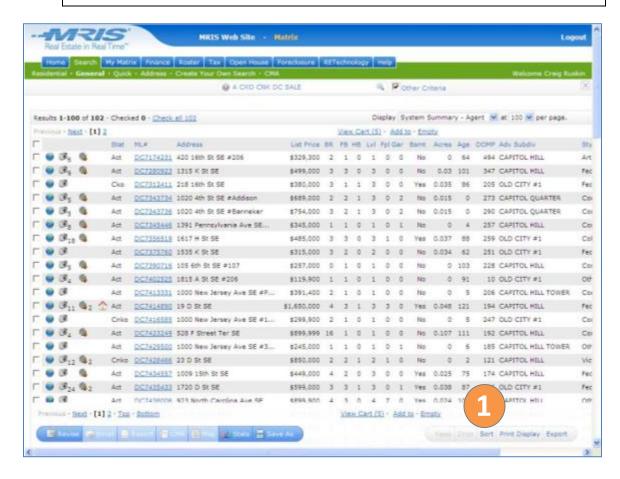


Nested Sort

A nested sort enables you to sort by more than one column at the same time. To create a nested sort, perform the following procedure.

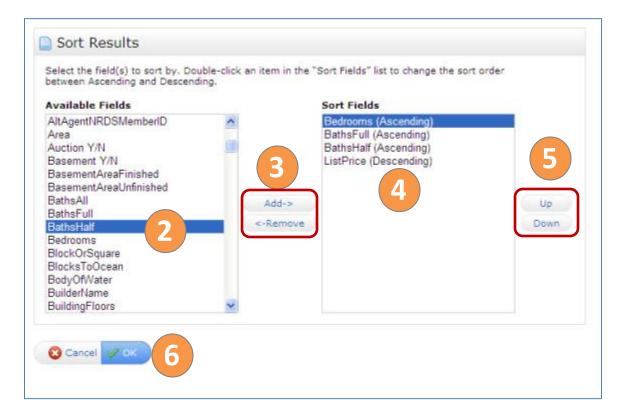
Step 1: Click Sort.

Note: If the Sort button is not visible, click the expand arrow to the left of **Keep** to unhide it.

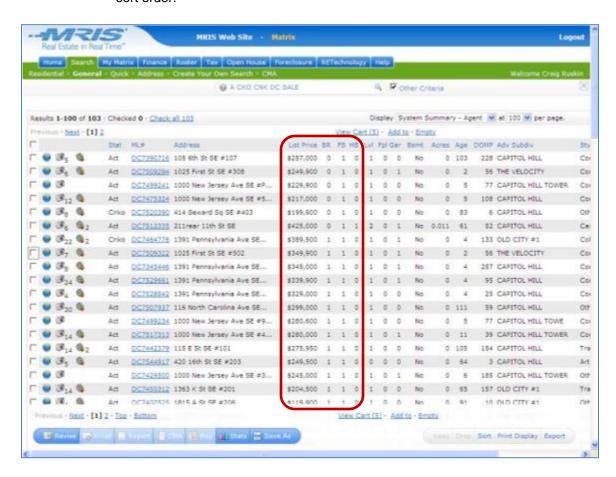


- The Sort Results page displays in a separate window.
- **Step 2:** Click one or more field names in the **Available Fields** area. To click more than one field name, press CTRL while clicking.
- **Step 3:** Click **Add**. The selected fields display in the **Sort Fields** area with (Ascending) after the field name(s). To remove a field from the Sort Fields area, click it, and click **Remove**.
- **Step 4:** Optionally, double-click a field in the **Sort Fields** area to change it to descending order. The field name displays with (Descending) after the field name.
- Step 5: Optionally, click a field in the Sort Fields area and then click Up or Down as needed to change the sort order.The results will be sorted by the first field at the top of the list, then by the second
- Step 6: Click OK.

field, then by the third field, etc.



The Sort Results page closes and the Search Results page displays with the new sort order.



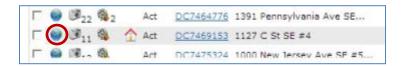
2.2.2 Explore Individual Listings

In the System Summary - Agent display, up to four icons display to the left of each listing.



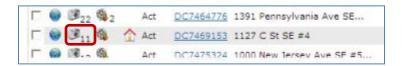
View Map

To view a separate window with a map showing the location of the property in the listing, click the **Globe** icon.



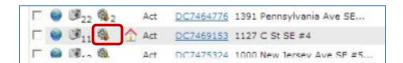
View Photos

To view photos of the listing in a separate window, click the **Camera** icon. The number to the right of the icon indicates the number of photos associated with the listing.



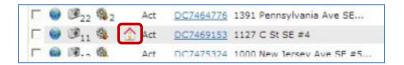
View Virtual Tours

To view links to virtual tours of the listing in a separate window, click the **Reel** icon. The number to the right of the icon indicates the number of virtual tours associated with the listing. In the new window, click a link to start a virtual tour.



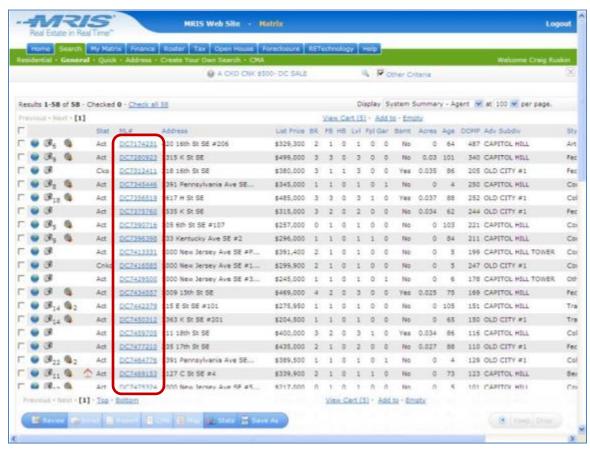
View Open House Information

To view open house information for the listing in a separate window, click the **House** icon.

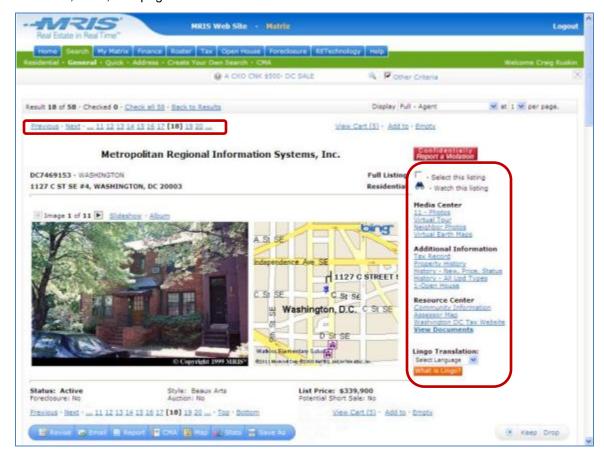


2.2.3 Full Listing

To explore the full listing for an individual property, click its corresponding ML# link.



The full listing details display in the *Full - Agent* display format. Even though only one listing is in view, the entire search results are still available. Navigate between full listings by clicking **Previous**, **Next**, or a page number.



Full Listing Details

This section details the options available when viewing a full listing in *Full - Agent* display format. These are described in the order in which the options display in the screen shot above. If a link is grayed out, that information is unavailable.

Select This Listing

Click the **Select this listing** checkbox to make the listing eligible for inclusion in Emails, Reports, CMAs, Maps, etc. Details about this functionality are discussed in the **Work with Selected Listings** section in this module.

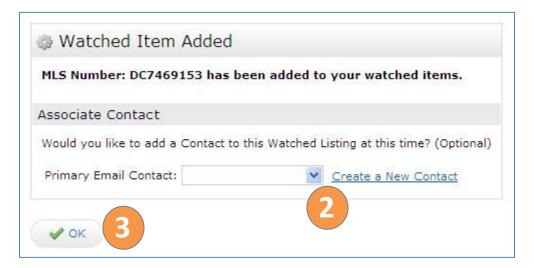
Any listings selected on the Full - Agent display remain selected upon return to the *System Summary - Agent* display.

Watch This Listing

Adding a listing to your Watched Listings is an easy way to keep track of listings that are important to you.

- **Step 1**: Click the **Binoculars** icon to the left of *Watch this listing*.

 The Watched Item Added page displays in a separate window.
- Step 2: Optionally, click the Contact dropdown arrow and select a contact. Or, click Create a New Contact and follow the screen prompts to enter the applicable information. More information about Contacts is discussed in Module 3 of this manual.
- **Step 3**: Click **OK** to add the listing to your Watched Listings. Watched Listings are discussed in Module 3 in this manual.



Photos

Click **Photo** (or **Photos**) to display photos of the property in a separate window. The number of photos is included in the name of the link (e.g. 11 - Photos). You can also access the photos by clicking the main photo in the *Full - Agent* display.

Virtual Tours

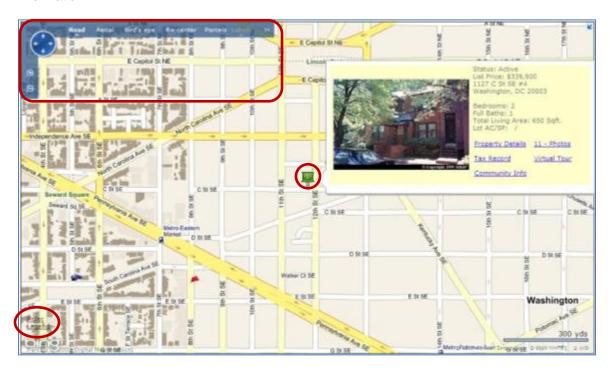
Click **Virtual Tour** (or **Virtual Tours**) to display links to virtual tours (videos or photo slideshows) of the property in a separate window. The number of virtual tours is included in the name of the link. (e.g. *2 – Virtual Tours*).

Neighbor Photos

Click **Neighbor Photos** to view photos and limited Matrix information about properties near the listing in a separate window.

Virtual Earth Maps

Click **Virtual Earth Maps** to view a map showing the location of the property in a separate window. You can also access this map by clicking on the map in the *Full - Agent* display. Place the cursor over the PushPin[™] icon to reveal a tooltip containing a photo of the property, its basic information, and links to Property Details, Photos, Tax Record, Virtual Tours, and Community Information.



The map contains links in the upper left corner to control the information displayed.

Click Road to view a standard road map.

Click Aerial to view a satellite photo of the area.

Click Bird's eye View to view a satellite map of the area from above at a 45° angle.

Click **Re-Center** to re-center the map on the listings if you have navigated away from the original location.

Click **Parcels** to view property boundaries, if this information is available.

Click **Labels** while in Aerial view to view street and place names.

Use the following methods to navigate through the map.

Drag the map by clicking anywhere on the map and moving the mouse in any direction.

Click the **Zoom In** and **Zoom Out** on the left side of the map, or use the mouse wheel to magnify or expand the map.

Click anywhere on the circle of the **Panning** icon in the top left corner of the map to move the map in the direction clicked.

Expand the mini-map using the **Expand** icon in the top right of the map. Click anywhere on the mini-map and drag the mini-map in any direction. Release the click button to have the main map move accordingly.

A MRIS PushPin[™] indicates the property. The property status determines the PushPin[™] color. Click **Legend** in the lower left corner of the map to display a legend detailing map icons in a separate window.



Click **Ruler** in the lower left corner of the map to measure distance between points. Click the left click button to begin, drag the mouse to elapse the distance, and release the left click button display the approximate distance.

Tax Record

Click Tax Record to view property tax information for the listing in a separate window.

Property History

Click **Property History** to display past List Original and Closing Prices, and Closing, Contract and List Dates for that property, in a separate window. This data solely reflects information entered in Matrix, and could be incomplete.

History - New, Price, Status

Click **History - New, Price, Status** to view records involving the initial entry of the listing in Matrix, and any changes in price or status for the listing, in a separate window.

History - All Upd Types

Click **History - All Upd Types** to view a complete record of all field entries for the listing, including the Update Date, Type, System Name, Original Value, New Value, ML# Address, for

each field, in a separate window. Click *Updated By* at the end of a record to display the Agent who updated the listing and his/her Office information in another separate window.

Open House

Click **Open House** to view information for an upcoming open house for that listing, in a separate window.

Community Information

Click **Community Information** to display a separate window with comparative statistical neighborhood, city, county and national information. Tabs across the top provide information, and include the following topics: Housing, People, Schools, Environment, and Quality of Life. The Map tab displays a map of the neighborhood with functionality similar to the Virtual Earth Map.

Assessor Map

Click **Assessor Map** to display a Property Detail Report provided by Realist, containing the property's Owner Information, Characteristics, and Last Market Sale data, in a separate browser window.

County Tax Website

Click the County Tax Website link (such as **Washington DC Tax Website**) to search and display real property assessment records, via the county's on-line public information database, in a separate browser window.

View Documents

Click **View Documents** to display public documents associated with the MLS# for that listing, in a separate browser.

Lingo Translation

Click the **Lingo Translation** dropdown arrow to and select a language from the menu to display a version of the *Full-Agent* display in another language, in a separate browser.

2.3 Work with Selected Listings

Matrix enables you to easily share listings with your contacts. After search results display, click one or more checkboxes to select listings. These listings can then be emailed, compiled into a report, and included as comparables in a CMA. In addition, you can generate a map with the listings or a set of summary statistics about the listings, use the right action buttons to further manipulate the listings, and quickly search selected listings for information.

2.3.1 Email Listings

To email selecting listings to a contact, perform the following procedure after performing a search.

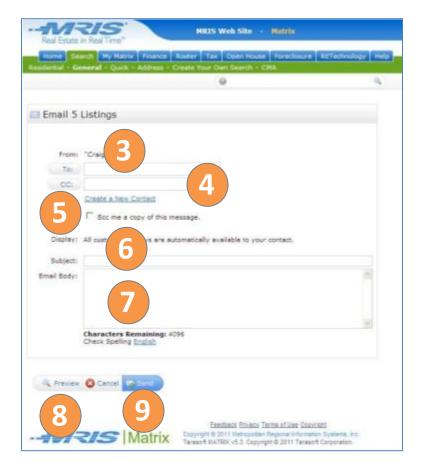
Step 1: From the search results, select the checkbox(es) of the listing(s) to email. The selected records are highlighted in blue.

Step 2: Click Email.



The Email Listings page displays.

- Step 3: Click To, select a contact from the dialog that displays, and click OK. Or, Click Create a New Contact, and follow the prompts.
- Step 4: Optionally, click CC, select a contact from the dialog that displays, and click OK.
- **Step 5:** Optionally, click **Bcc me a copy of this message** to send a blind carbon copy of the email to your email address.
- Step 6: Click in the Subject field and enter a subject.
- Step 7: Click in the Email Body field and enter text to form the body of the email.
- **Step 8**: Optionally, click .**Preview** to view a preview of the email in another browser window.
- Step 9: Click Send.



The email is sent to the selected contact, with the selected listing(s).

2.3.2 Report

Matrix enables you to print up to 21 types of reports for selected listings. You can either print the report locally, or email it to a contact. Perform the following procedure after performing a search.

Step 1: From the search results, select the checkbox(es) of the listing(s) to email. The selected records are highlighted in blue.

Step 2: Click Report.



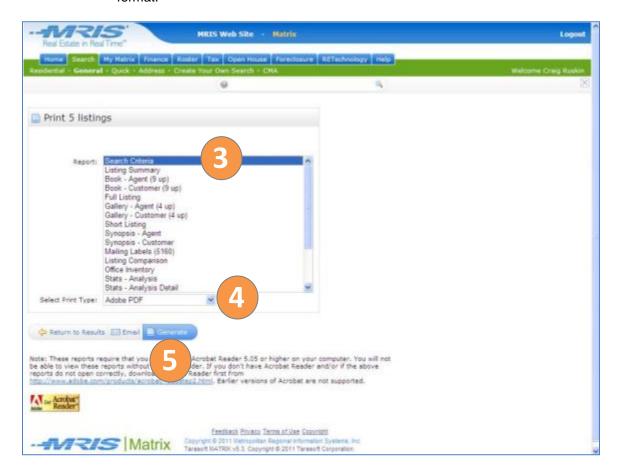
The Print Listings page displays.

- **Step 3:** Click a report from the **Report** list to select a report. To select additional reports, press CTRL while clicking.
- **Step 4:** Click the **Select Print Type** dropdown arrow and select either *Adobe PDF* or *Microsoft Word* from the menu, as applicable.

To print a report locally, continue with the Step 5, and stop. To send an email of the report to a client skip Step 5 and continue the procedure at Step 6.

Step 5: Click Generate.

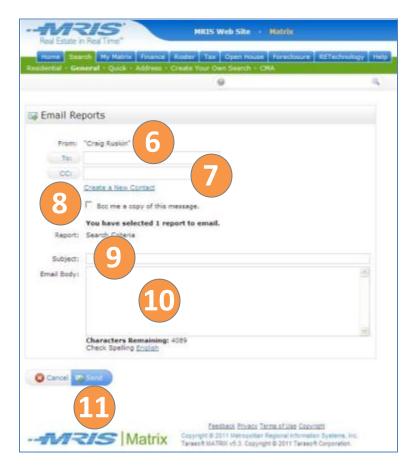
The report opens in a separate window, either in Adobe PDF or Microsoft Word format.



To optionally send an email of the report to a contact, continue with the procedure below.

The Email Reports page displays.

- **Step 6:** Click **To**, select a contact from the dialog that displays, and click **OK**. Or, Click **Create a New Contact**, and follow the prompts.
- Step 7: Optionally, click CC, select a contact from the dialog that displays, and click OK.
- **Step 8:** Optionally, click **Bcc me a copy of this message** to send a blind carbon copy of the report to your email address.
- Step 9: Click in the Subject field and enter a subject.
- **Step 10:** Click in the **Email Body** field and enter text to form the body of the email for the report.
- Step 11: Click Send.



The email is sent to the selected contact, with the selected report(s).

2.3.3 CMA

Matrix offers a robust, important tool for buyer's or seller's agents – the Comparative Market Analysis (CMA). A CMA is a tool to help determine the probable sale price of a property, taking into account recent sales, pending sales, and current listings that are within the same neighborhood and have similar characteristics as the subject property.

The Matrix CMA is easily created from the results of a search for comparable properties, and uses a wizard to guide you through the process. Once finished, you can email the CMA to a contact or save it for future editing. The wizard is comprised of eight steps, represented by tabs. Where you are in the process of completing the CMA is depicted in the wizard, which is displayed on each CMA page in Matrix. You can toggle back and forth between any CMA page at any time by clicking a tab in the wizard. In the example below, the wizard indicates that the user is on the Start page.



At each page in the wizard, perform a specific task to complete the CMA:

Start Select a contact to send the CMA to and enter a description.

Pages Select the topics to be contained in the CMA.

Subject Enter data into subject property fields manually, enter a subject property

with a Residential ML# or Tax TaxID, or search for a subject property

using a Residential listing or a Tax record.

Cover Enter the contact's information, your information and optionally upload

subject property and agent/broker photos.

Comparables Confirm the comparable properties from the search, search for more

comparables, or add comparables from the listings in a cart.

Adjustments Add or subtract monetary values from comparable properties based on

the differences between them and the subject property.

Pricing Enter a suggested list price for the subject property, and any notes.

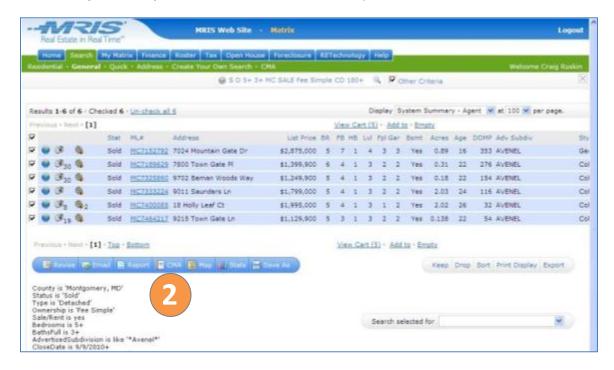
Finish View the CMA in Adobe pdf format, and email the CMA to a contact.

Note: At any time during the creation of the CMA, you may save the CMA by clicking the **Save** icon to the right of **Finish**. Matrix Autosaves the CMA periodically while you work on it. Discard the CMA by clicking the red and white **x** icon at the right of the wizard.

Perform all the procedures in this section to complete a CMA.

Search for Comparables

- **Step 1:** Using the procedures described in the **Search** section of this module, perform a search for properties similar to the subject property. A CMA search type can be helpful by providing default search criteria to aide you in the CMA search.
- Step 2: When you have determined the CMA comparables, click CMA to start the wizard.



CMA Wizard: Start

Clicking **CMA** starts the CMA Wizard at the Start page, where you can select a contact.

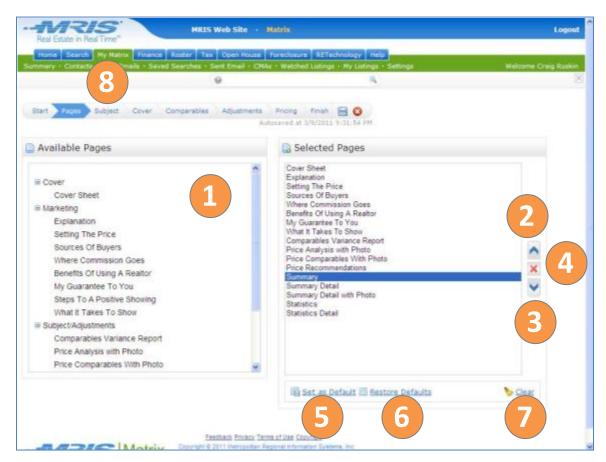
- Step 1: Click the Select Contact Name dropdown arrow and select a contact from the menu. Alternatively, click Create a New Contact and follow the prompts to create a new contact for the CMA.
- **Step 2:** Optionally, enter a description for the CMA in the **Description** field.
- Step 3: Click Pages to continue the wizard.



CMA Wizard: Pages

Clicking Pages displays the CMA Wizard at the Pages page, where you select CMA pages.

- **Step 1:** In the **Available Pages** area click the pages to select for the CMA. Scroll down to see the remainder of the available pages.
 - The pages display in the **Selected Pages** area in the order they are clicked.
- **Step 2:** To move a page up, click the name of the page in the **Selected Pages** area and click the **Up** arrow.
- **Step 3:** To move a page down, click the name of the page in the **Selected Pages** area and click the **Down** arrow.
- **Step 4:** To remove a page, click the name of the page in the **Selected Pages** area and click the red **x** icon.
- Step 5: Optionally, click Set as Default to make the selections the default for all CMAs.
- **Step 6:** If after further manipulation of the pages, you wish to return to the default set of pages, click **Restore Defaults**.
- **Step 7:** To remove all pages from the **Selected Pages** area, click **Clear**.
- **Step 8:** Click **Subject** to continue the wizard.



Note: The following tabs can be used only if their corresponding pages are selected in the Pages page.

Cover – Cover Sheet must be selected

Adjustments – Price Analysis with Photo must be selected

Pricing - Price Recommendations must be selected

CMA Wizard: Subject

Clicking **Subject** displays the CMA Wizard at the Subject page, where you choose the subject property and enter its information. Matrix offers several methods to do this: you can type in the subject property fields manually, enter a Residential ML# or Tax TaxID and click **Fill**, or you can determine a subject property by searching Matrix for Residential listings or Tax records and then transferring the property's information to an auto-fill form.

Perform one of the following five procedures to input a subject property.

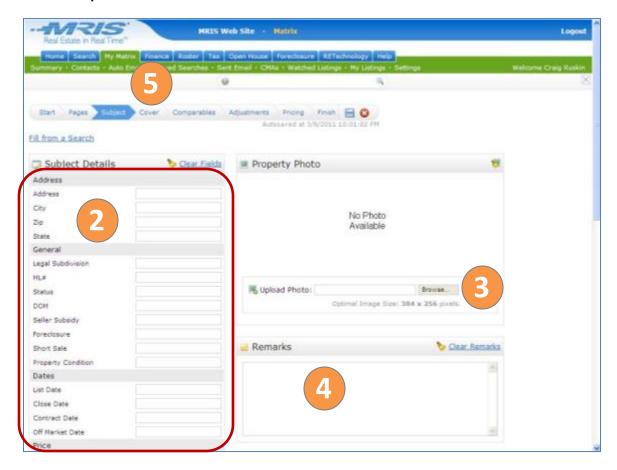
Manually Enter Subject Property Fields

Step 1: Click Type in the subject property fields manually.



A page displays with blank Subject Details, Property Photo and Remarks.

- **Step 2:** Enter the subject property's information into the fields in the **Subject Details** area. Scroll down to view more fields.
- **Step 3:** Optionally, upload a photo: Click **Browse** and select a photo from your files.
- **Step 4:** Optionally, enter remarks about the subject property in the **Remarks** field.
- Step 5: Click Cover to continue the wizard.



Enter Residential ML#

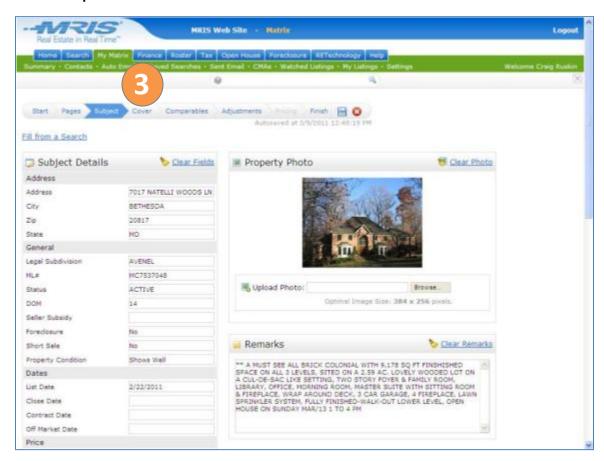
Step 1: Enter a Residential ML# in the Enter a Residential ML# to auto-fill form field.

Step 2: Click Fill.



The listing's information auto-populates the Subject Details, Property Photo and Remarks areas.

Step 3: Click Cover to continue the wizard.



Enter Tax ID

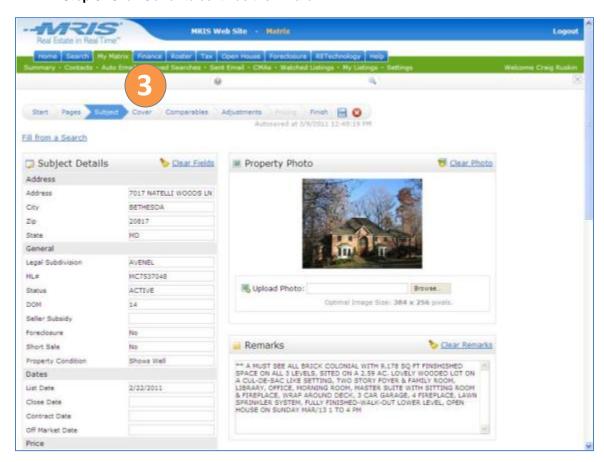
Step 1: Enter a Tax TaxID ML# in the Enter a Tax TaxID to auto-fill form field.

Step 2: Click Fill.



The listing's information auto-populates the Subject Details, Property Photo and Remarks areas.

Step 3: Click Cover to continue the wizard.



Search Residential Listings

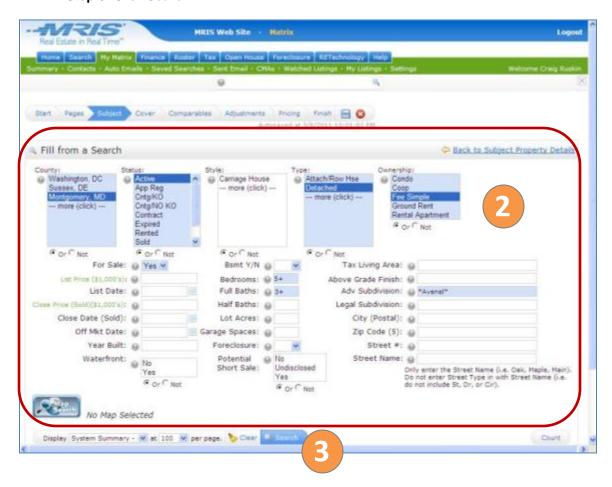
Step 1: Click Search for a Residential listing to auto-fill form.



The Fill from a Search page displays.

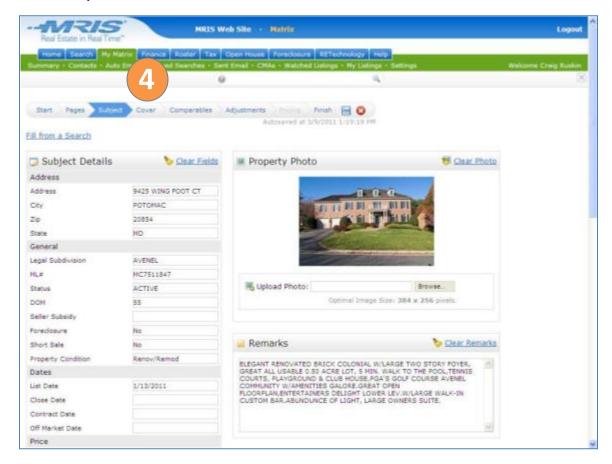
Step 2: Select and enter search criteria, using the procedures described in the **Search** section of this module.

Step 3: Click Search.



The listing's information auto-populates the Subject Details, Property Photo and Remarks areas.

Step 4: Click **Cover** to continue the wizard.



Search Tax Records

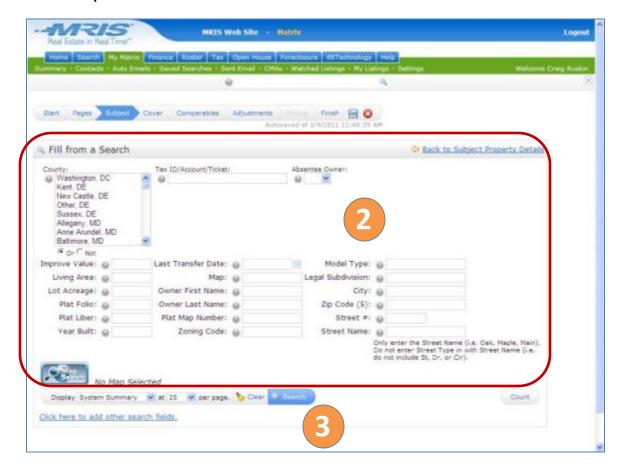
Step 1: Click Search for a Tax record to auto-fill form.



The Fill from a Search page displays.

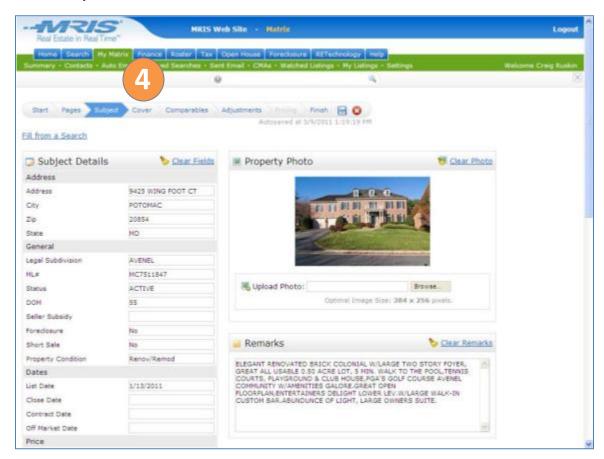
Step 2: Select and enter search criteria, using the procedures described in the **Search** section of this module.

Step 3: Click Search.



The listing's information auto-populates the Subject Details, Property Photo and Remarks areas.

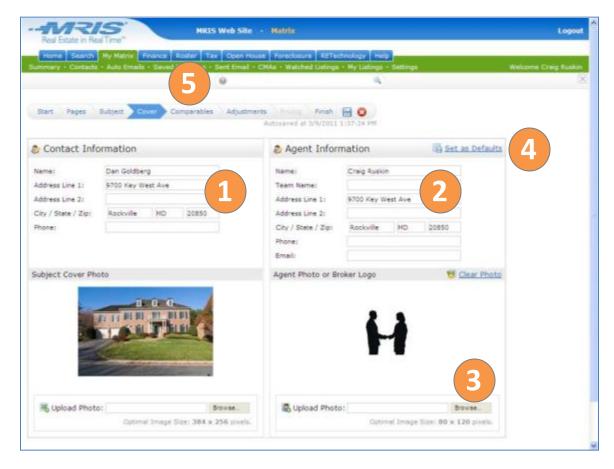
Step 4: Click **Cover** to continue the wizard.



CMA Wizard: Cover

Clicking **Cover** displays the CMA Wizard at the Cover page, where you enter contact and agent information for the front cover of the CMA.

- Step 1: In the Contact Information area enter the Contact's information in the Name, Address Line 1, Address Line 2, City / State / Zip, and Phone fields, as needed.
- Step 2: In the Agent Information area enter your information in the Name, Team Name, Address Line 1, Address Line 2, City / State / Zip, Phone, and Email fields, as needed.
- **Step 3:** Click **Browse** to upload an Agent Photo or Broker Logo from your files.
- **Step 4:** Optionally, click **Set as Defaults** to save the agent information each time you create a CMA.
- **Step 5:** Click **Comparables** to continue the wizard.

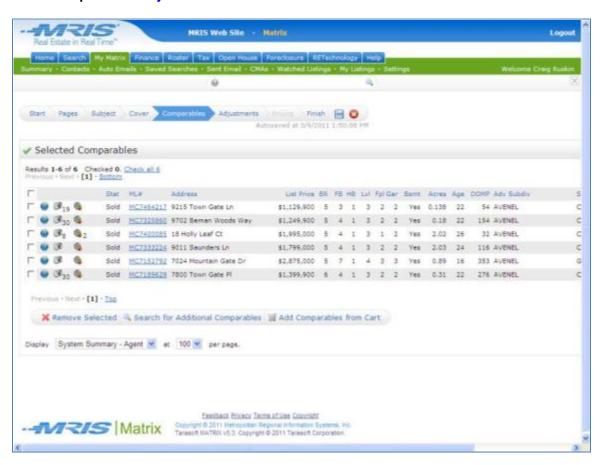


CMA Wizard: Comparables

Clicking **Comparables** displays the CMA Wizard at the Comparables page, where you confirm the use of the comparables selected in the **Search for Comparables** procedure, search for additional comparables, add comparables from a populated cart, or remove one more listings from the set of comparables.

The comparables selected in the Search for Comparables procedure display.

- Step 1: If needed, add additional Comparables by performing a search. Click Search for Additional Comparables and perform a search using the procedures detailed in the Search section in this module.
- Step 2: If needed, add addition Comparables by adding items from a cart. Carts are detailed in Module 1 of this manual. Click Add Comparables from Cart, click the checkbox of one or more listings from a cart, and click Add Selected to return to the Comparables page.
- **Step 3:** If needed, remove a listing from the group of comparables. Click the checkbox of one or more listings to remove, and click **Remove Selected**.
- Step 4: Click Adjustments to continue the wizard.



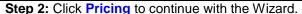
CMA Wizard: Adjustments

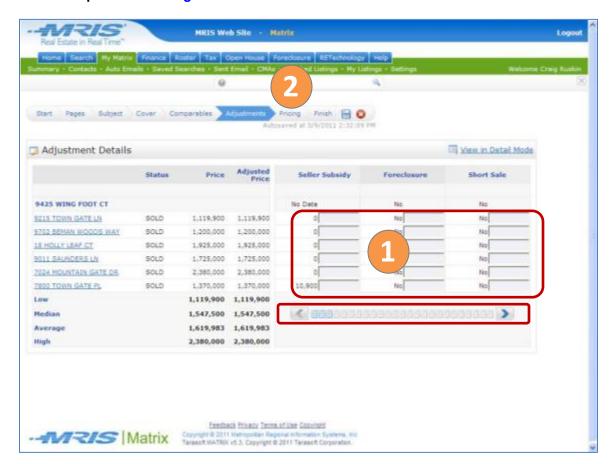
Clicking **Adjustments** displays the CMA Wizard at the Adjustments page, where you adjust values of the features of the comparable properties negatively or positively by comparing them with the features of the subject property. Matrix offers two views to input the data: Single Line Mode or Detail Mode. You can toggle back and forth between the two views by clicking **View in Single Line Mode** from the Detail view or **View in Detail Mode** from the Single Line view.

Adjust Comparables in Single Line Mode

Step 1: For each comparable property, enter positive or negative dollar amounts in the fields as applicable for features which need to be adjusted. The Subject property is on the top line and its features cannot be adjusted. The comparable properties are listed in rows beneath the subject property. Features are listed in columns. Click the Left and Right arrows or the Scroll Bar to view more features to adjust.

Note: Enter positive dollar amounts by with or without a plus sign (e.g. 3000 or +3000). Enter negative dollar amounts using a minus sign (e.g. -3000).

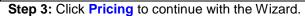


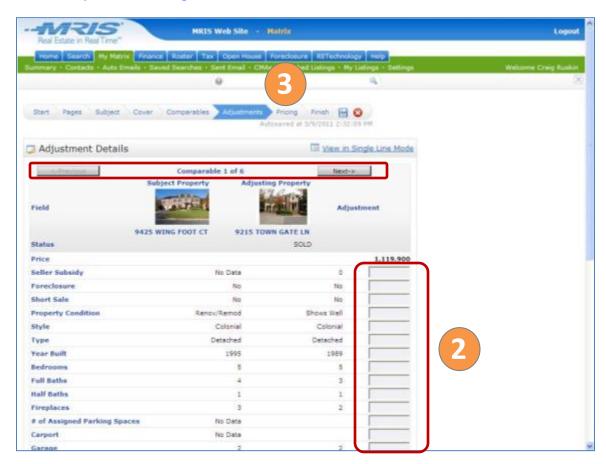


Adjust Comparables in Detail Mode

- **Step 1:** Click **View in Detail Mode** from the Single Line mode (see previous screen shot).
- Step 2: For each comparable property, enter positive or negative dollar amounts in the fields as applicable for features which need to be adjusted. The Subject property is in a column at the left of the Adjustment Details area and its features cannot be adjusted. The first comparable property is listed in columns to the right of the subject property. Click the Next (and Previous) to view additional comparable properties. Features are listed in rows.

Note: Enter positive dollar amounts by with or without a plus sign (e.g. 3000 or +3000). Enter negative dollar amounts using a minus sign (e.g. -3000).

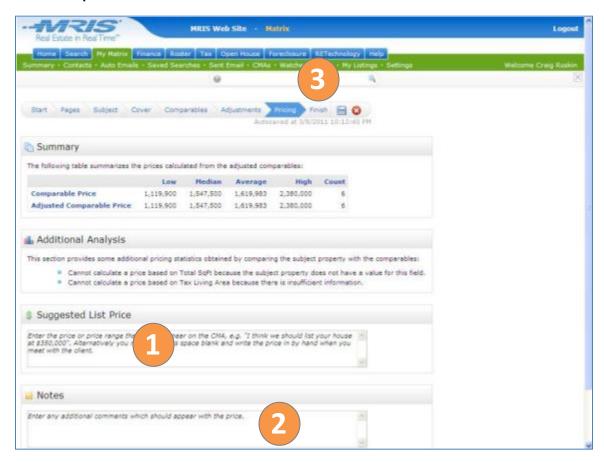




CMA Wizard: Pricing

Clicking **Pricing** displays the CMA Wizard at the Pricing page, where you enter a suggested list price and any notes.

- **Step 1:** Click in the **Suggested List Price** area and enter a suggested list price.
- **Step 2:** Optionally, click in the **Notes** area and enter any addition information to convey in the CMA.
- **Step 3:** Click **Finish** to continue the wizard.

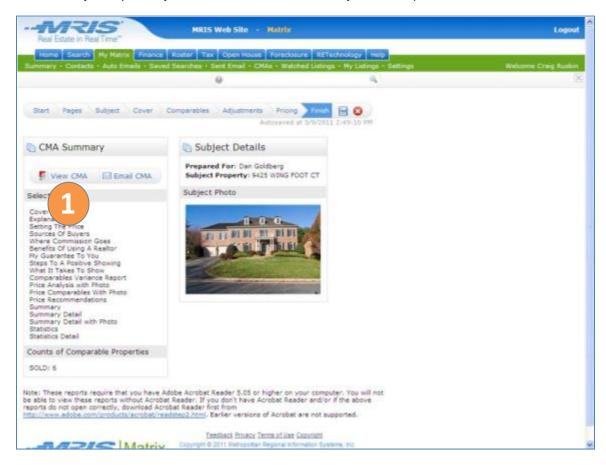


CMA Wizard: Finish

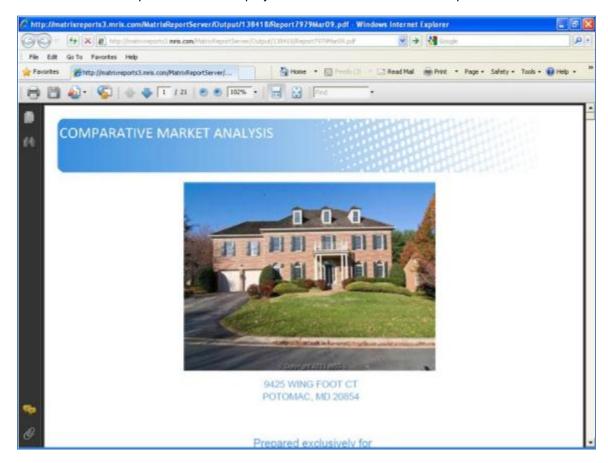
Clicking **Finish** displays the CMA Wizard at the Finish page. This is the last step of the wizard, where you can view the CMA and email it to the contact.

The Finish page displays with a summary of the CMA, including a list of the selected pages, the number of comparable properties and a few details about the subject property.

Step 1: Optionally, to view the CMA in its entirety in Adobe pdf format, click View CMA.



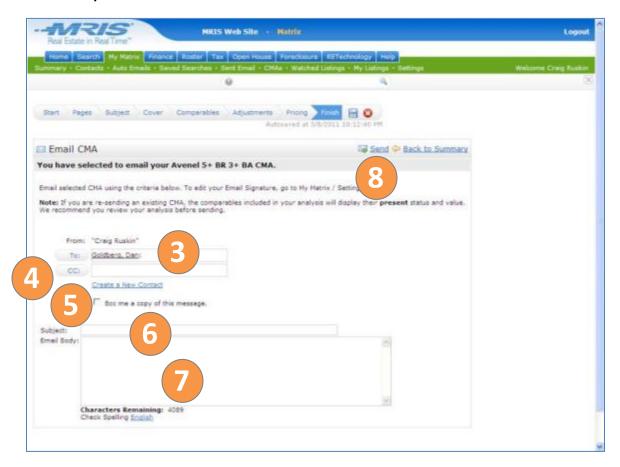
A separate window displays with the entire CMA in Adobe pdf format.



Step 2: To email the CMA to the contact, click Email CMA.



- The Email CMA page displays. The contact is populated in the **To** field.
- Step 3: Optionally, to change or add contacts to receive the CMA, click To, select a contact from the dialog that displays, and click OK. Or, Click Create a New Contact, and follow the prompts.
- **Step 4:** Optionally, click **CC** and select a contact from the dialog that displays, and click **OK**.
- **Step 5:** Optionally, click **Bcc me a copy of this message** to send a blind carbon copy of the email to your email address.
- Step 6: Click in the Subject field, and enter a subject.
- **Step 7**: Click in the **Email Body** field, and enter text to form the body of the email.
- Step 8: Click Send.



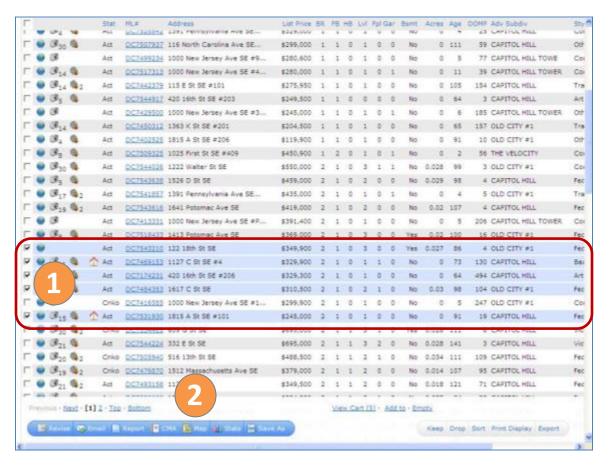
The CMA is emailed to the contact(s) specified.

2.3.4 Map

Matrix enables you to easily select listings and display their locations on a map, which you can then email to a contact.

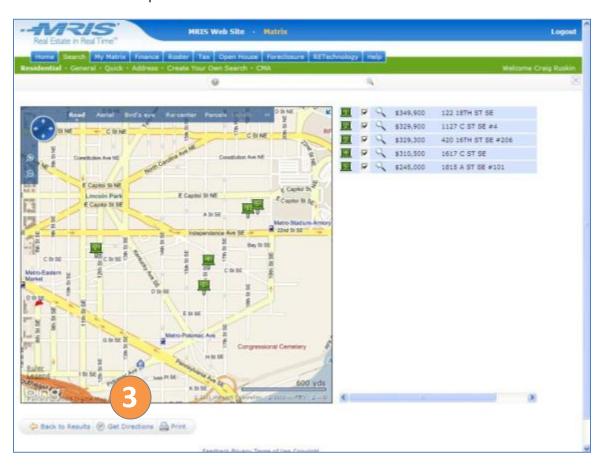
Step 1: From the search results, select the checkbox(es) of the listing(s) to map. The selected records are highlighted in blue.

Step 2: Click Map.



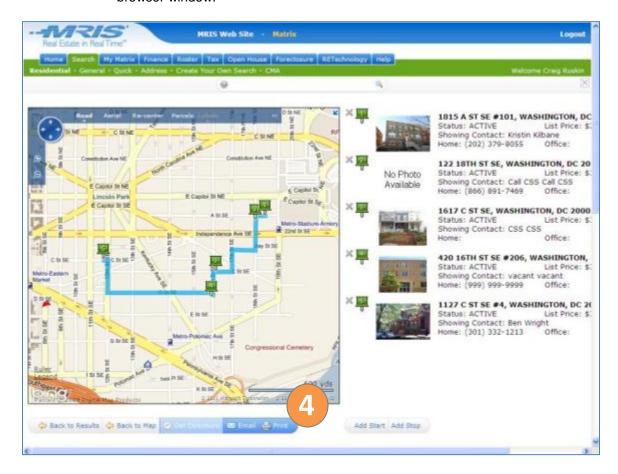
A map of the selected listings displays, with pushpins indicating location of the properties.

Step 3: Click **Get Directions** to generate a set of directions between the properties on the map.

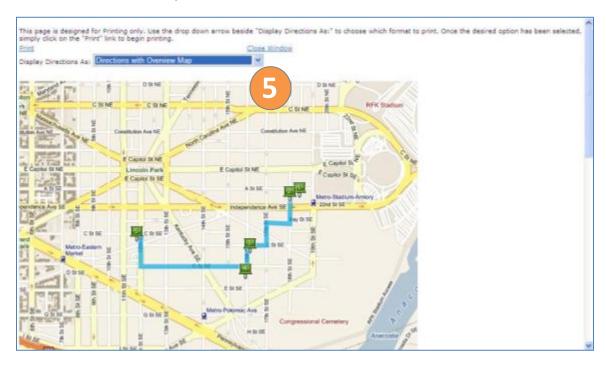


A map displays with a set of directions between the properties.

Step 4: Click **Print** to display a printable version of the map with directions in a separate browser window.



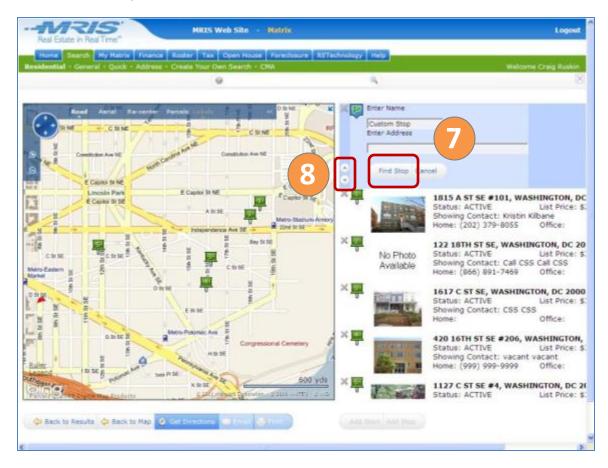
Step 5: Click the **Display Directions As** dropdown arrow and select a display type from the menu. The selections offer choices of the number and types of maps to include with the printed directions. Print the map using the browser's print functionality.



Step 6: From the main map, click **Add Start** (or **Add Stop**) to add a different origin (or destination) to the directions.



- **Step 7:** Click in the **Enter Address** field, enter the address or the new origin (or destination), and click **Find Stop** to insert the new location on the map.
- **Step 8:** Use the **Up** or **Down** arrows as needed to reposition the new location in the sequence of directions.

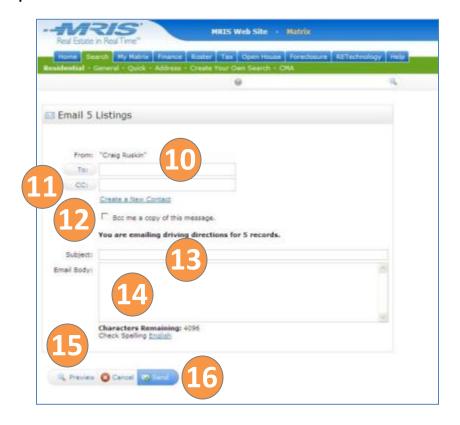


Step 9: To email the directions to a contact, click **Email** from the map page.



The Email Listings page displays.

- **Step 10:** Click **To**, select a contact from the dialog that displays, and click **OK**. Or, Click **Create a New Contact**, and follow the prompts.
- **Step 11:** Optionally, click **CC**, select a contact from the dialog that displays, and click **OK**.
- **Step 12:** Optionally, click **Bcc me a copy of this message** to send a blind carbon copy of the emailed map and directions to your email address.
- Step 13: Click in the Subject field and enter a subject.
- Step 14: Click in the Email Body field and enter text to form the body of the email.
- **Step 15:** Optionally, click .**Preview** to view a preview of the emailed map and directions in another browser window.
- Step 16: Click Send.

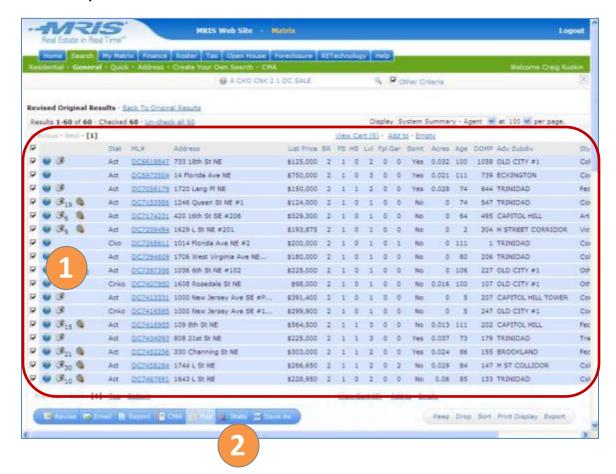


2.3.5 Stats

Matrix can display basic statistics about a group of selected listings.

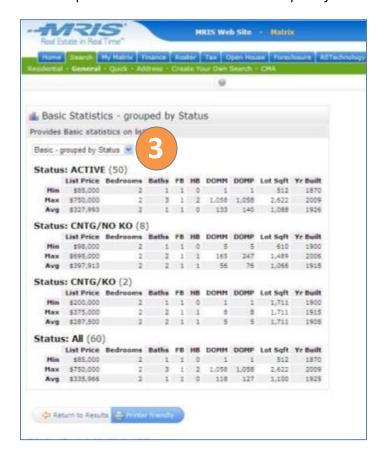
Step 1: From the search results, select the checkboxes of the listings. The selected records are highlighted in blue.

Step 2: Click Stats.

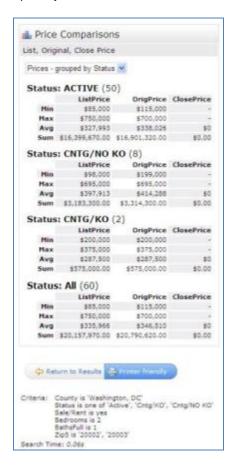


The Basic Statistics – grouped by Status page displays with summary statistics for the selected properties, grouped by status.

Step 3: Click the dropdown arrow and select *Prices Grouped by Status* from the menu.



The Price comparisons page displays with price information for the selected properties, grouped by status.



2.3.6 Right Action Button Functions

At the bottom right of the search results page, there are several action buttons that perform a variety of functions.

Export Listings

To export selected listings to a text file, perform the following procedure.

Step 1: From the search results, select the checkbox(es) of the listing(s) to export. The selected records are highlighted in blue.

Step 2: Click Export.



Step 3: Click the **Export file format** dropdown arrow and select a format from the displayed menu.

Step 4: Click Export.



A confirmation dialog displays.

Step 5: Click **Save** to save the text file to your computer.

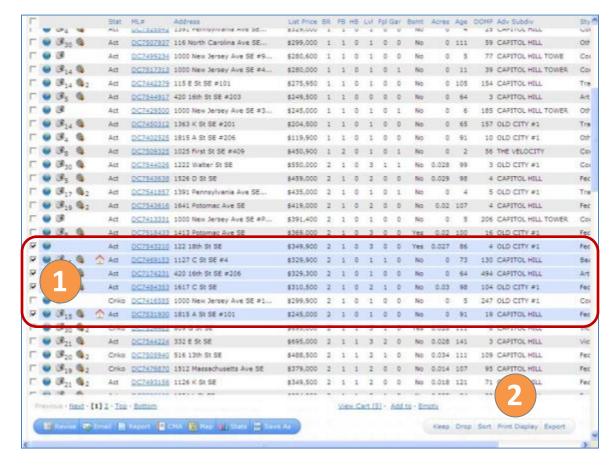


Print Display

To print the current display, perform the following procedure.

Step 1: From the search results, select the checkbox(es) of the listing(s) to print. The selected records are highlighted in blue.

Step 2: Click Print Display.



The selected records display.

Step 3: Click Print.



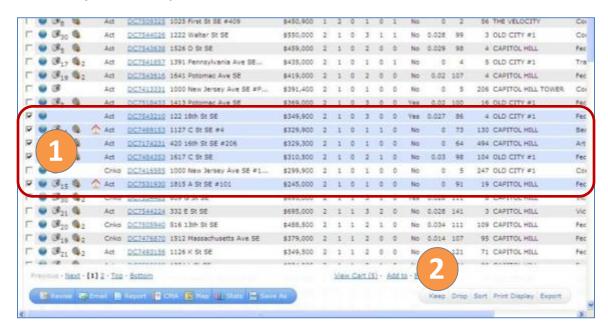
Follow the instructions in the print dialog to continue with printing.

Keep and Drop

Use Keep to display selected listings on a single page without the unselected listings. You can perform all procedures in this section (Work with Selected Listings) with kept listings.

Step 1: From the search results, select the checkbox(es) of the listing(s) to print. The selected records are highlighted in blue.

Step 2: Click Keep.



The listings display on a page without the other listings from the search. Perform any of the procedures described in this section to further manipulate the listings.



To drop a listing from the kept listings, perform the remainder of this procedure.

Step 3: Uncheck all checkboxes except for the listing to drop.

Step 4: Click Drop.



The listing is dropped from the kept listings.



2.3.7 Search Selected

The **Search selected for** dropdown menu contains 11 choices to display tax, open house, historical and photographic information about selected listings. You must scroll down to the bottom of the page to view the dropdown menu.

- **Step 1:** From the search results, select the checkbox(es) of the listing(s) to explore. The selected records are highlighted in blue.
- Step 2: Scroll to the bottom of the page.
- **Step 3:** Click the **Search selected for** dropdown arrow and select an item from the menu.



The information about the selected listing(s) display.

Module 3 – My Matrix

My Matrix is a central location to manage all the customizable components of Matrix, keep track of all communication created using the application, and monitor saved items. My Matrix contains 9 subsections, with the following information:

Summary Quick links to other sections within My Matrix

Contacts Add new contacts; edit contact information; view listings sent (via

emails, searches, and CMAs) to contacts; view favorite, possibility

and discarded listings for contacts

Auto Emails View, edit and update Auto Emails sent to contacts

Saved Searches View, edit and update Saved Searches sent to contacts

Sent Email View all Direct and Auto Emails sent to contacts

CMAs View, edit and update CMAs sent to contacts; start a new CMA

Watched Listings View and delete watched listings

My Listings Information about listings you entered in the Keystone application

Settings Add an email signature; add header and footers for emails; view and

edit speed bar shortcuts; manage team settings; create and manage

custom displays and custom exports

To access these pages, click on the named link in the green area below My Matrix. Each of these pages is detailed in a section within this module.



3.1 Summary

To navigate to My Matrix, click the **My Matrix** tab. The Summary page displays. The links displayed in the main area of the page take to you the applicable area within My Matrix. For example, the **Auto Emails** link located below Contacts in the main portion of the page navigates you to the same page as the **Auto Emails** link beneath My Matrix.

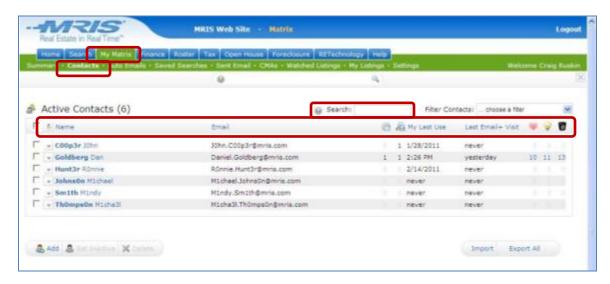


3.2 Contacts

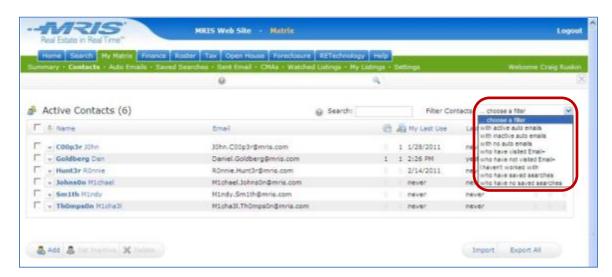
The Contacts page of My Matrix contains a list of all your contacts. Each contact on the page can be expanded to edit contact details, and contains the Saved Searches, Auto Emails, CMAs and Sent Emails associated with the contact. To navigate to the Contacts page, click **My Matrix**, then **Contacts**.

3.2.1 Search Contacts

To facilitate the search for a contact, click any of the column headers (*Name*, *Email*, *My Last Use*, the *Active Auto Email* and *Saved Search* icons, *Last Email+ Visit*, and the *Favorites*, *Possibilities* and *Discards* icons) to sort the contact list by a column. You can also enter a first or last name in the **Search** field to filter the names displayed.

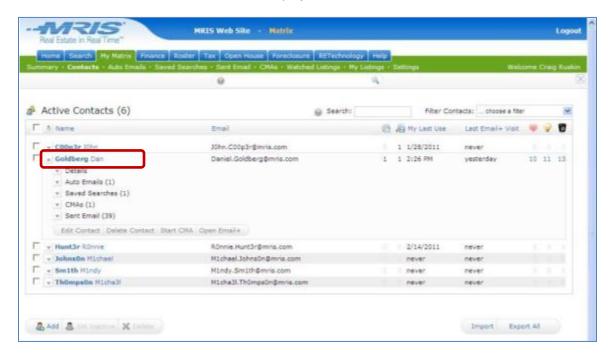


You can also select a filter from the **Filter Contacts** dropdown menu to further limit the names displayed.

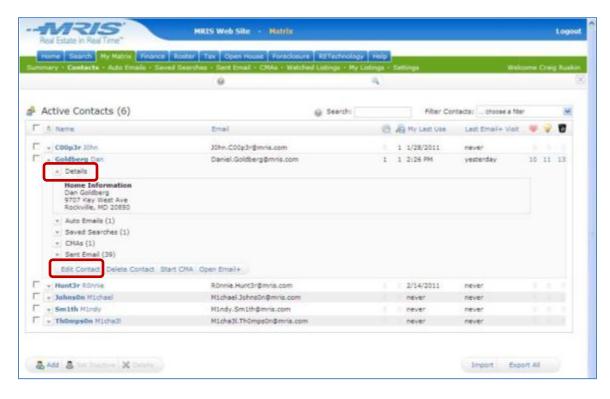


3.2.2 Edit Contact Details

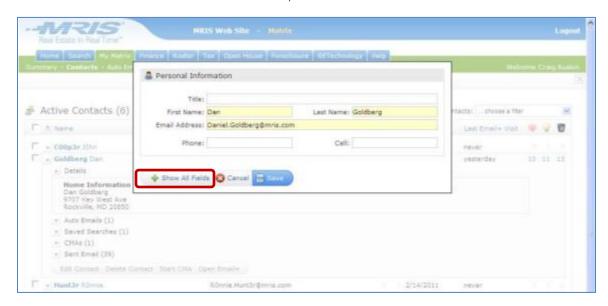
Click the name of a contact or the arrow to the left of the name to expand the contact information. As applicable, up to five links display: *Details*, *Auto Emails*, *Saved Searches*, *CMAs*, and *Sent Emails*. When clicked, each of these links displays a submenu.



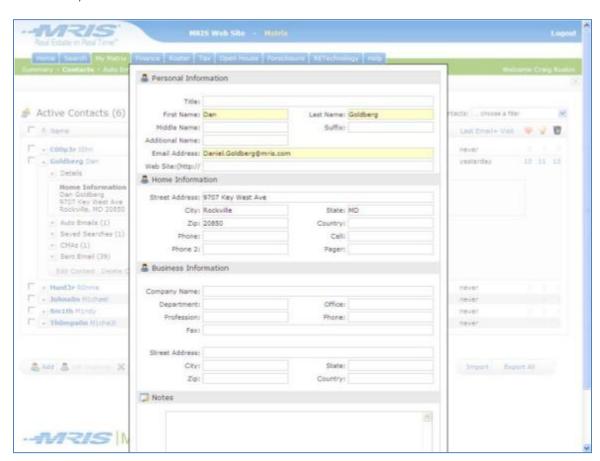
Click **Details** (or the arrow icon to its left) to display the current information for the contact. To edit contact details, click **Edit Contact**.



The Personal Information dialog displays, where you can enter basic information. When finished, click **Save**. To enter more detailed information, click **Show All Fields**.

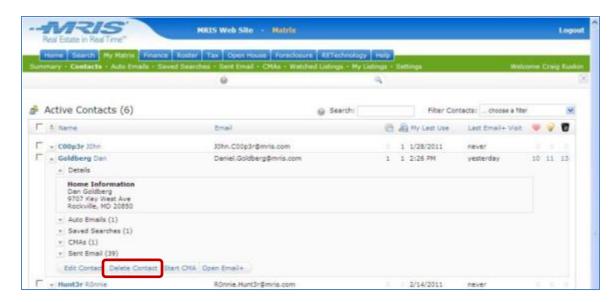


The dialog expands to include Home and Business Information, and Notes. Enter the contact's information, then scroll down and click **Save**.



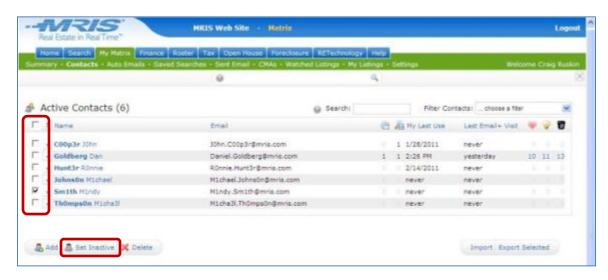
3.2.3 Delete, Inactivate or Reactivate Contact

To delete a contact, click **Delete Contact** and then click **OK** on the confirmation dialog that displays. Deleted contacts are removed permanently.



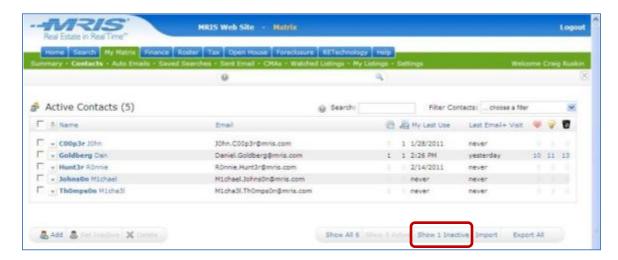
Note: You can also delete contacts by selecting applicable checkboxes to the left of the contact to delete and clicking **Delete**, to the right of **Set Inactive**. See below.

To inactivate a contact without deleting, click the checkbox to the left of the contact's name to select the contact, then click **Set Inactive**.

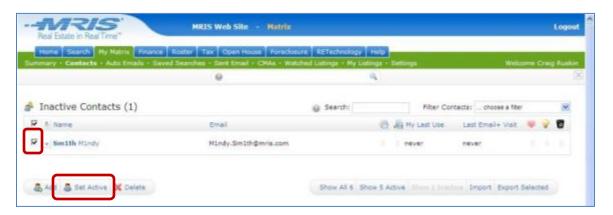


The contact is removed from your Active Contacts.

To reactivate a contact, click **Show Inactive**.

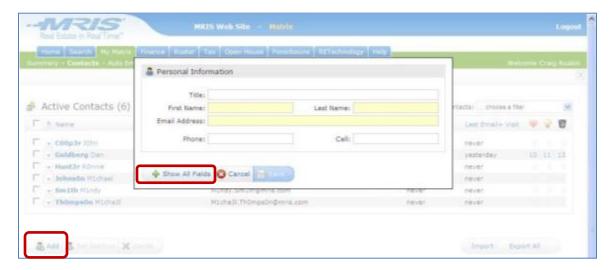


The Inactive Contacts page displays. Click the checkbox to the left of the contact's name to select the contact and click **Set Active**.

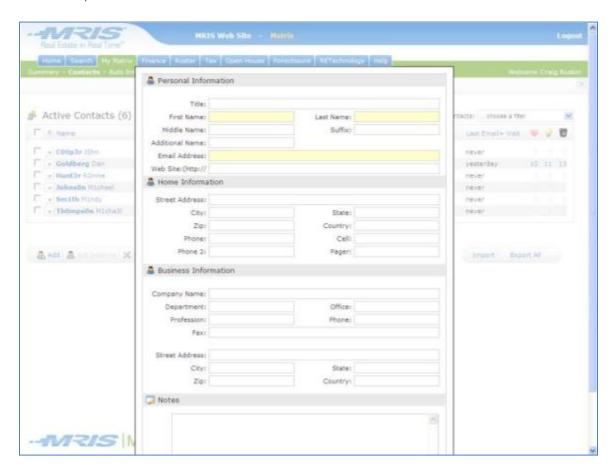


3.2.4 Add New Contact

To add a new contact, click **Add**. The Personal Information dialog displays, where you can enter basic information. When finished, click **Save**. To enter more detailed information, click **Show All Fields**.



The dialog expands to include Home and Business Information, and Notes. Enter the contact's information, then scroll down and click **Save**.

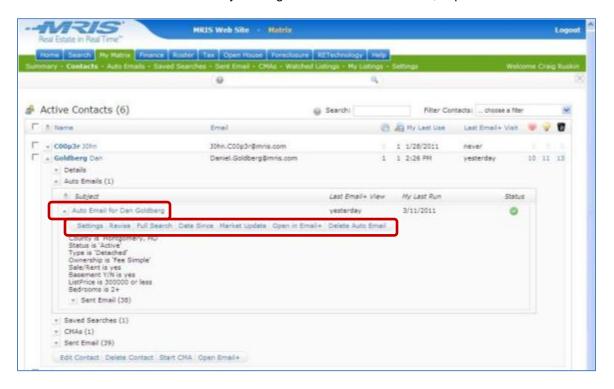


3.2.5 Contact Auto Emails

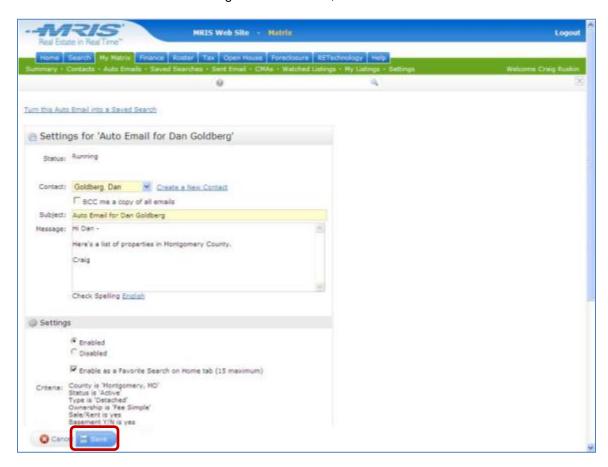
To view the Auto Emails associated with the contact, click **Auto Emails** or the arrow icon to the left. A list of Auto Emails displays detailing each email's last Email+ view, last run, and its current status.



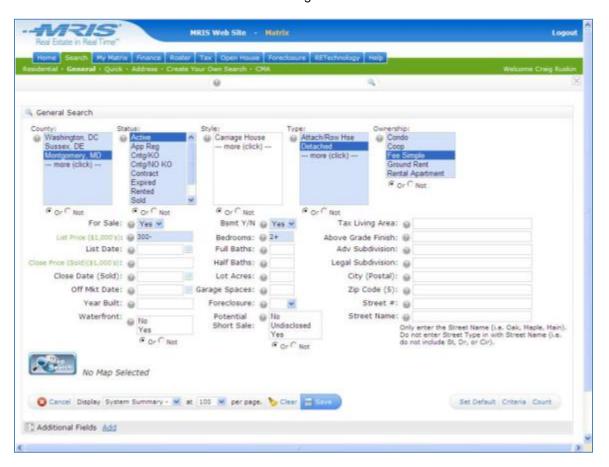
To view options for a particular Auto Email, click the link for the email, or the arrow icon to the left. Perform actions on the Auto Email by clicking one of the action buttons, explained below.



To change the settings for an Auto Email, click **Settings**. The Settings page for the selected email displays. If applicable, make any modifications to the settings. Follow the procedure in the **New Auto Email** subsection of the **Save Search** section in Module 2 of this manual for instructions about Auto-Email settings. When finished, click **Save**.



To revise the search associated with the Auto-Email, click **Revise** (see the beginning of this section for button location). The Search page for the selected email displays. If applicable, make any modifications to the search. Follow the procedures in the **Perform a Search** section in Module 2 of this manual for instructions on running a search.



Click **Full Search** (see the beginning of this section for button location) to display the searched listings associated with this Auto Email.

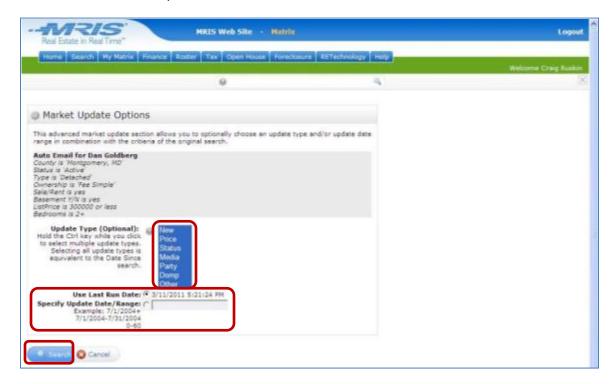
Click **Date Since** (see the beginning of this section for button location) to display the listings which are new or changed since the last time the search was run.

Click **Market Update** to display the Market Update Options page **for the** Auto Email. (See the beginning of this section for button location.)

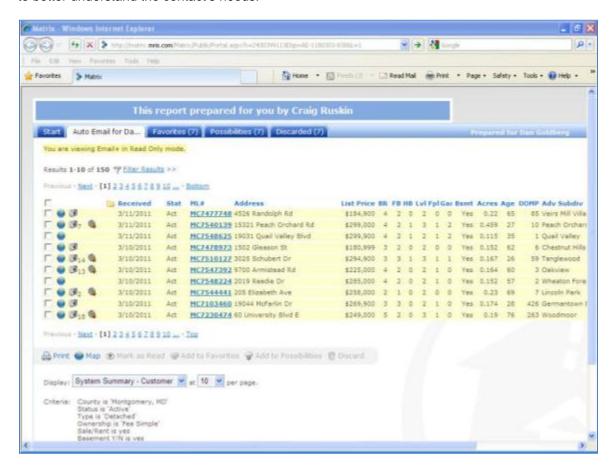
Optionally, select one or more **Update Types** to include specific types of updates you want included in the search (for example, only changes in price, only new listings, etc.).

Select either the Use Last Run Date or Specify Update Date/Range radio button. Use Last Run Date performs a search that includes all data after the last time the search was run. To use Specify Update Date/Range, enter a specific date to include updates from that date, or a range of dates to include updates to the search between two dates. Follow the date input instructions displayed on the screen.

Click **Search** to run the updated search.



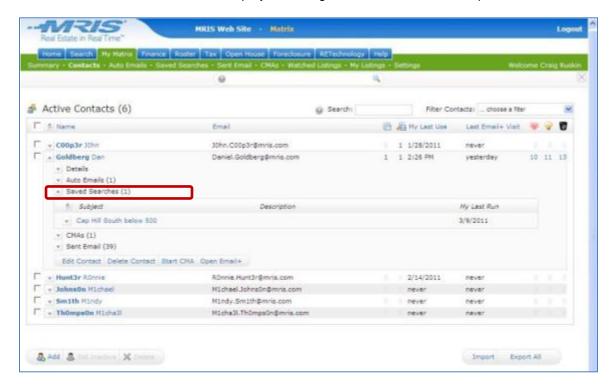
Click Open in Email+ to view a read-only version of the Auto Email sent to the contact in a separate window. (See the beginning of this section for the Open in Email+ button location.) Here, you can view the listings the contact has marked as Favorites, Possibilities and Discarded to better understand the contact's needs.



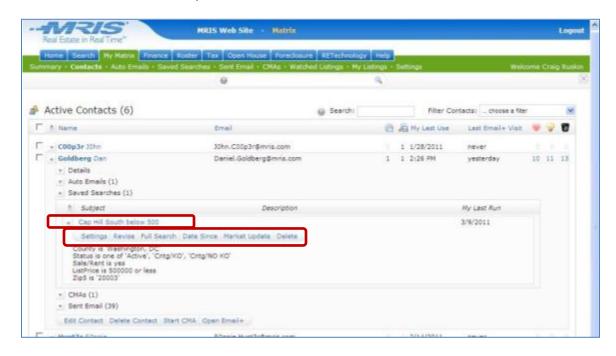
Click **Delete Auto Email** to delete the Auto Email. (See the beginning of this section for button location.) Click **OK** on the confirmation dialog that displays.

3.2.6 Contact Saved Searches

To view the Saved Searches associated with the contact, click **Saved Searches** or the arrow icon to the left. A list of saved searches displays detailing the last run and its description.

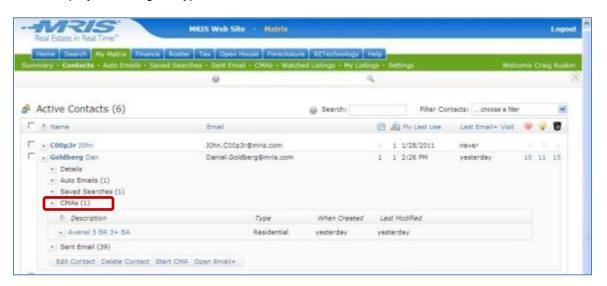


To view options for a particular Saved Search, click the link for the Saved Search, or the arrow icon to the left. Perform actions on the Saved Search by clicking one of the action buttons. The Saved Search action buttons perform similarly to the action buttons detailed in the **Contact Auto Emails** section of this module; See that section for instructions.

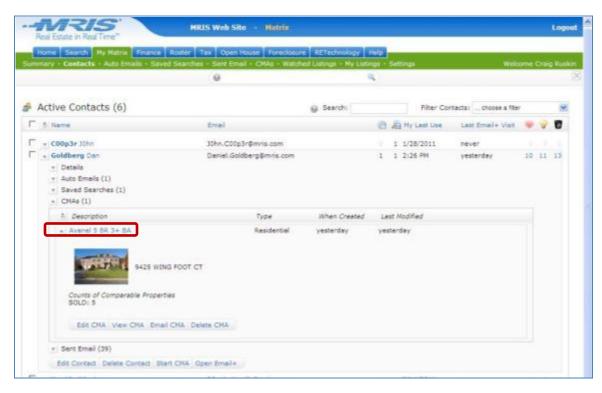


3.2.7 Contact CMAs

To view the CMAs associated with the contact, click **CMAs** or the arrow icon to the left. A list of CMAs displays detailing the type, and when it was last created and modified.



To view options for a particular CMA, click the link for the CMA, or the arrow icon to the left. Perform actions on the CMA by clicking one of the action buttons, described below.



To modify the CMA, click **Edit CMA**. The CMA displays at the Cover page in the CMA Wizard. Procedures for editing a CMA can be found in the **CMA** section in Module 2 of this manual.

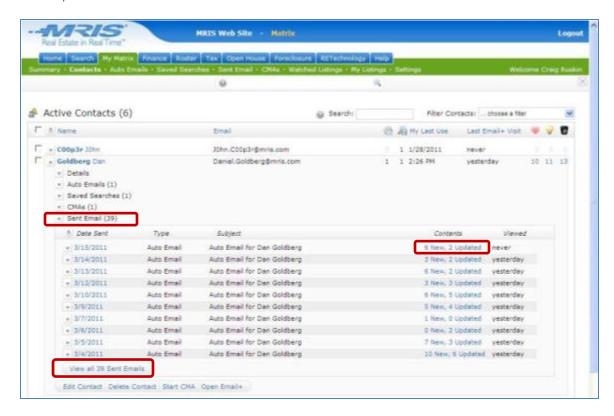
Click View CMA to view the CMA in another browser window.

Click **Email CMA** to display the Finish page of the CMA Wizard. Here, you can enter information into fields on the page to send the email to the contact. Procedures for emailing a CMA can be found in the **CMA Wizard: Finish** subsection of the **CMA** section in Module 2 of this manual, starting at Step 3.

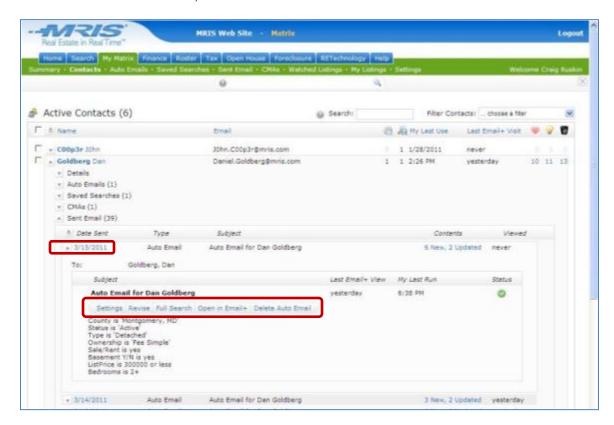
Click **Delete CMA** to delete the CMA. Click **OK** on the confirmation dialog that displays.

3.2.8 Contact Sent Email

To view all sent email associated with the contact, click **Sent Email** or the arrow icon to the left. A list of emails displays detailing the Date Sent, Type (Auto Email or Direct Email) Subject, its Contents (which can be clicked and to view the contents as a search results page), and when the email was viewed. The ten most recently sent emails display. To view all sent emails for this contact, click **View all Sent Emails**.



To perform more actions on a sent email, click on the link with the email's Date. For Auto Emails, the action buttons displayed perform similarly to the action buttons detailed in the **Contact Auto Emails** section of this module; See that section for instructions.

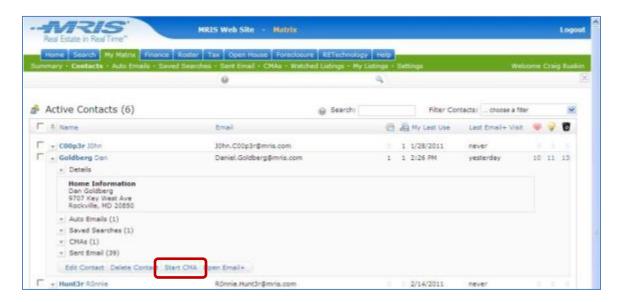


After clicking a date link for a Direct Email, you can view the email in a read-only version of Email+ by clicking Open in Email+.



3.2.9 Start CMA

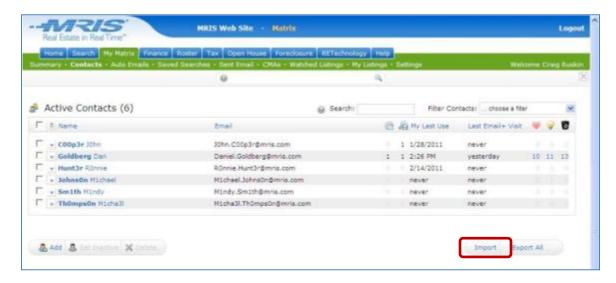
To create a new CMA for a contact, click the name of the contact, and then **Start CMA**. The CMA wizard displays at the Start page. Continue with the procedures to create a CMA found in the **CMA** section of Module 2.



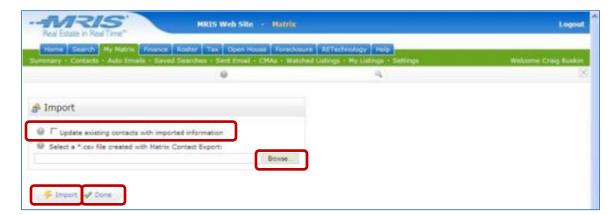
3.2.10 Import and Export Contacts

Matrix enables you to import contacts from or export contacts to a .csv file.

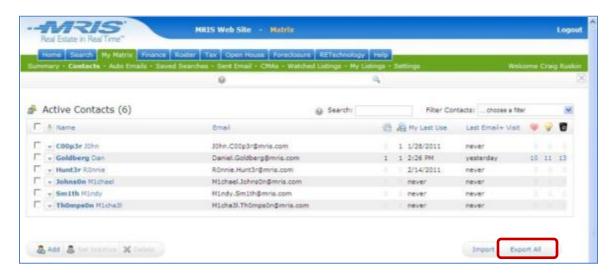
To import contacts, click **Import** from the My Matrix Contacts page.



Click **Browse** to search for a .csv file containing the contacts to import. Optionally, click the checkbox to overwrite information in Matrix with information contained in the .csv file for contacts in common. Click **Import**, follow the prompts, and click **Done** to return to the Contacts page.



To export contacts to a .csv file, click Export All.



A File Download dialog displays. Click **Save** to save the .csv file containing your contacts.

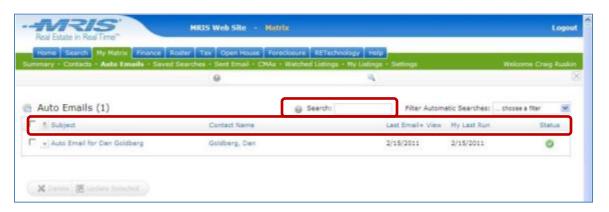


3.3 Auto Email

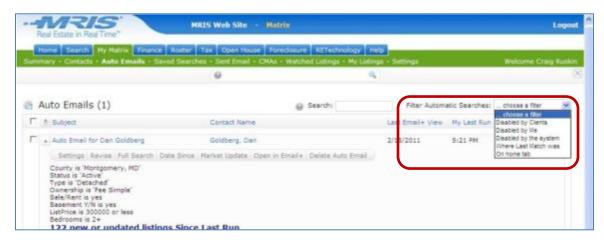
Access all Auto Emails sent to your contacts on the Auto Email page of My Matrix. Auto Email allows you to monitor your contact's behavior and act accordingly. You can see what properties they've viewed, what they marked as Favorites or Possibilities, and keep track of notes in your original email to clients.

To facilitate the search for an Auto Email, click any of the column headers (*Subject*, *Contact Name*, *Last Email+ View*, *My Last Run*, and *Status*) to sort the list by a column. You can also enter search criteria in the **Search** field to search by email subject.

The Status of the Auto Email is color-coded: green for Active, yellow for Waiting Activation, and red for Disabled by Agent.

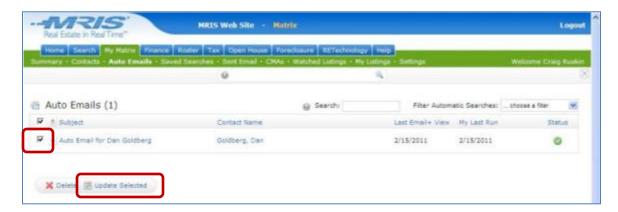


You can also select a filter from the **Filter Automatic Searches** dropdown menu to further limit the Auto Emails displayed.



3.3.1 Update Auto Email

To update an Auto Email, click the checkbox to the left of the email link, then click **Update Selected**.

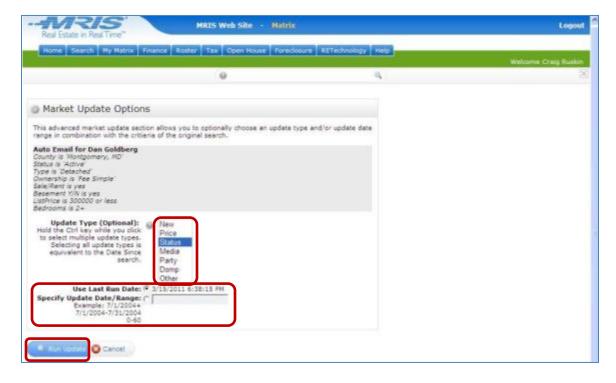


The Market Update Options page displays.

Optionally, select one or more **Update Types** to include specific types of updates you want included in the search (for example, only changes in price, only new listings, etc.).

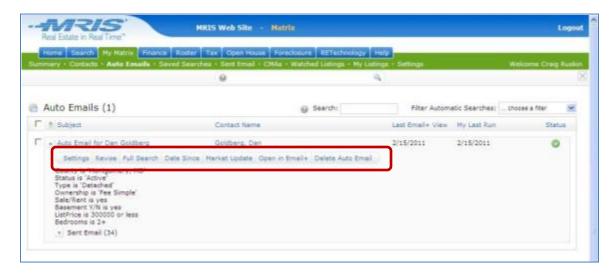
Select either Use Last Run Date or Specify Update Date/Range radio button. Use Last Run Date performs a search that includes all data after the last time the search was run. To use Specify Update Date/Range, enter a specific date to include updates from that date, or a range of dates to include updates to the search between two dates. Follow the date input instructions displayed on the screen.

Click Run Update to run the updated search.



3.3.2 Auto Email Action Buttons

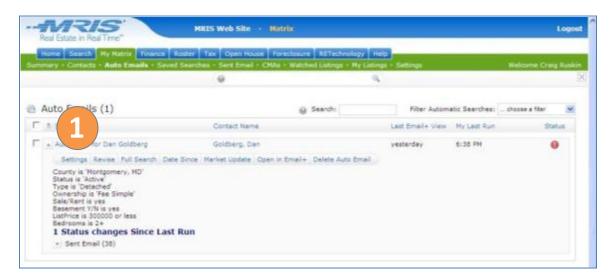
To view options for a particular Auto Email, click the link for the email, or the arrow icon to the left. Perform actions on the Auto Email by clicking one of the action buttons. The action buttons are the same as the ones that display when expanding an Auto Email in Contacts. For instructions on using the Auto Email action buttons, see the **Contact Auto Email** section in this module.



3.3.3 Reactivate Auto Email

Auto Emails are automatically deactivated when a contact does not open them for 45 days. To reactivate an deactivated email, perform the following procedure.

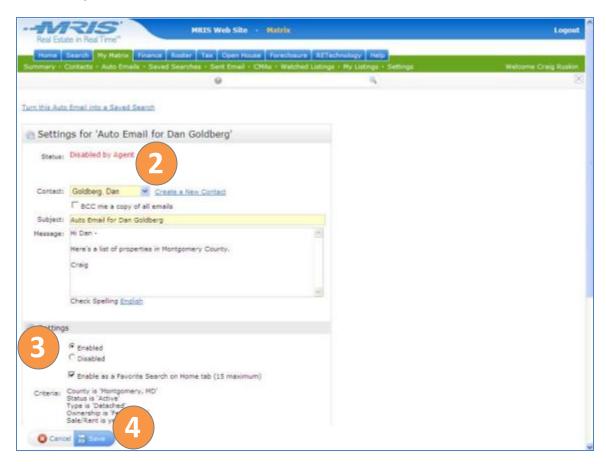
Step 1: Click Settings.



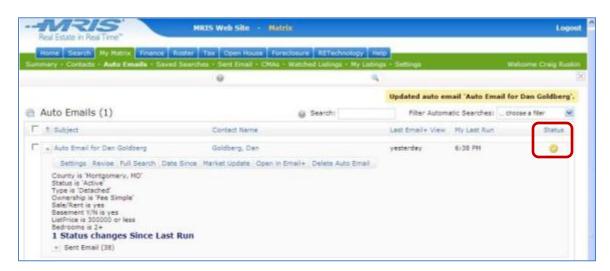
The Settings page for the Auto Email displays.

- Step 2: Select a contact from the Contact dropdown menu, if it is not already selected.

 Alternatively, click Create a New Contact to assign a new contact to the Auto Email.
- Step 3: Click the Enabled radio button.
- Step 4: Click Save.



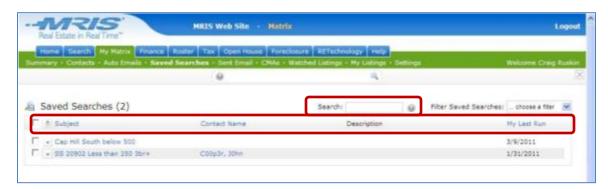
The Auto Emails page displays and displays the status of the reactivated email as Waiting Activation. The Auto Email becomes Active the next time it is scheduled to run.



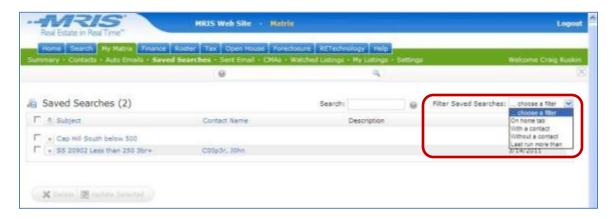
3.4 Saved Searches

Access the searches you have saved on the Saved Searches page of My Matrix.

To facilitate the search for a Saved Search, click any of the column headers (*Subject*, *Contact Name*, *Description*, *My Last Run*) to sort the list by a column. You can also enter search criteria in the **Search** field to search by subject.

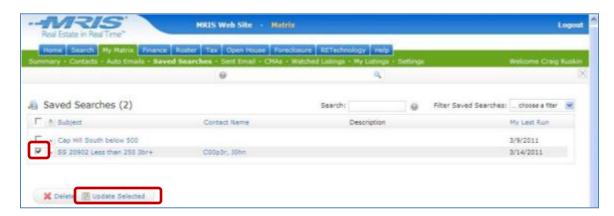


You can also select a filter from the **Filter Saved Searches** dropdown menu to further limit the Saved Searches displayed.



3.4.1 Update Saved Searches

To update a Saved Search, click the checkbox to the left of the search link, then click Update Selected.

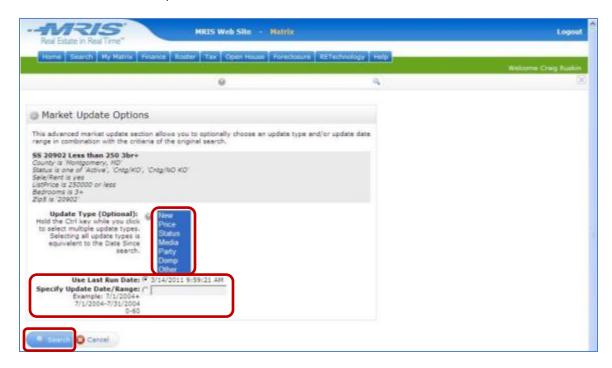


The Market Update Options page displays.

Optionally, select one or more **Update Types** to include specific types of updates you want included in the search (for example, only changes in price, only new listings, etc.).

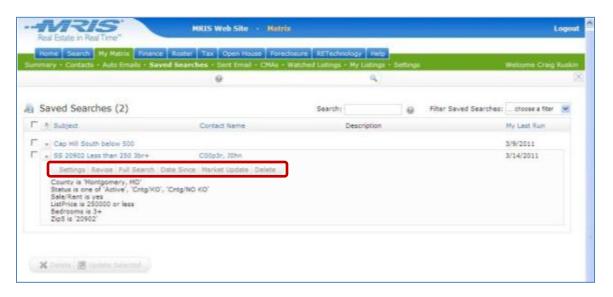
Select either Use Last Run Date or Specify Update Date/Range radio button. Use Last Run Date performs a search that includes all data after the last time the search was run. To use Specify Update Date/Range, enter a specific date to include updates from that date, or a range of dates to include updates to the search between two dates. Follow the date input instructions displayed on the screen.

Click **Search** to run the updated search.



3.4.2 Saved Searches Action Buttons

To view options for a particular Saved Search, click the link for the search, or the arrow icon to the left. Perform actions on the Saved Search by clicking one of the action buttons. The action buttons are the same as the ones that display when expanding a Saved Search in Contacts, and similar to the ones that display in Auto Email (on either the My Matrix Contacts page or on My Matrix Auto Email page). For instructions on using the Saved Search action buttons, see the **Contact Auto Email** section in this module.



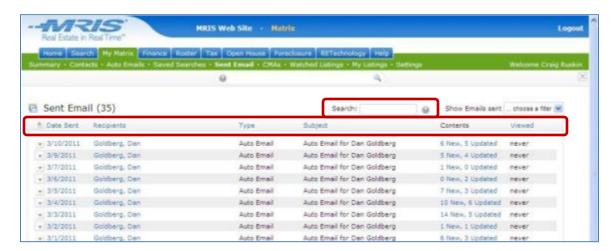
Settings for a Saved Search are less complex than the settings for an Auto Email. As applicable, revise the Search Name in the **Search Name** field, change the contact by selecting another contact from the **Contact** dropdown menu or click **Create a New Contact** and follow the prompts to select a new contact for the search, and then click **Save** to return to the Saved Searches page.



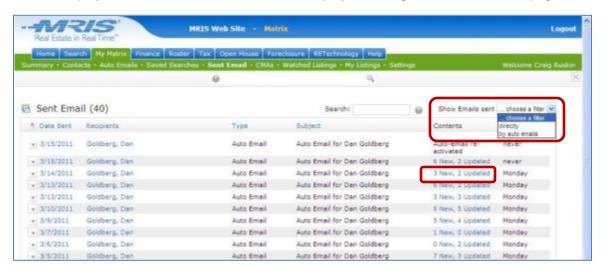
3.5 Sent Email

Access the email you have sent to contacts on the Sent Email page of My Matrix.

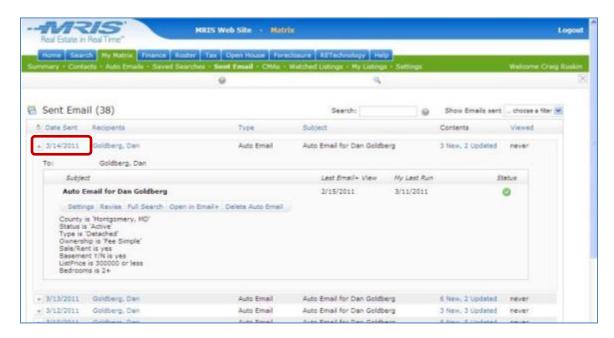
To facilitate the search for a Sent Email, click any of the clickable column headers (*Date Sent*, *Recipients Type, Subject, Viewed*) to sort the list by a column. You can also enter search criteria in the **Search** field to search by recipient.



You can also select a filter from the **Show Emails sent** dropdown menu to further limit the emails that are displayed. Click a link under **Contents** to display the listings in a search results page.



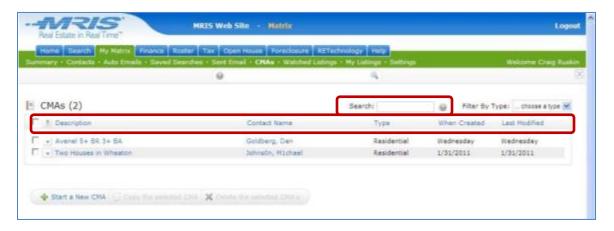
Click the **Date Sent** for a particular sent email to view options for that email. For sent Auto Emails, the action buttons are the same as described in the **Contact Auto Email** section in this module; follow the instructions in that section, as needed. For sent Direct Emails (not shown below), the action buttons are the same as described in the **Contact Sent Email** section in this module; follow the instructions in that section, as needed.



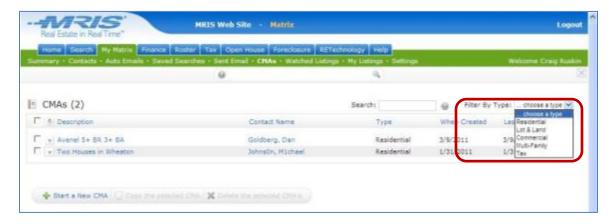
3.6 CMAs

Access the CMAs you have saved on the CMAs page of My Matrix. Note that the system automatically deletes CMAs after 30 days.

To facilitate the search for a CMA, click any of the column headers (*Description*, *Contact Name*, *Type*, *When Created*, *Last Modified*) to sort the list by a column. You can also enter search criteria in the **Search** field to search by description or contact name.

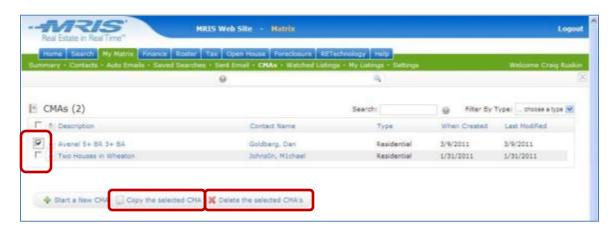


You can also select a filter from the **Filter By Type** dropdown menu to further limit the CMAs displayed.

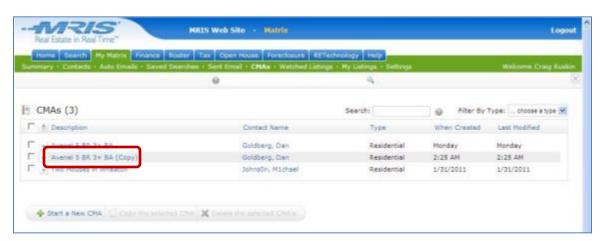


To delete a CMA, click the applicable checkbox to the left of the CMA link, and click **Delete the selected CMA's**. Click **OK** on the confirmation dialog that displays.

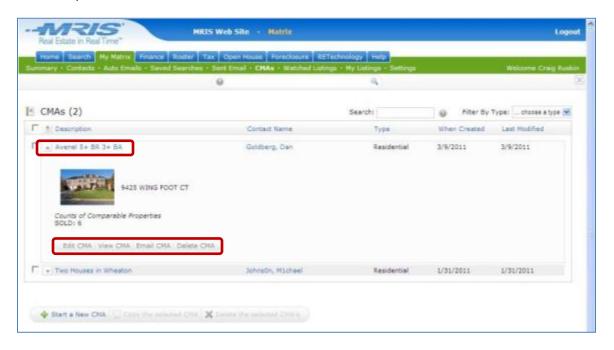
To copy a CMA click the applicable checkbox to the left of the CMA link, and click Copy the selected CMA.



The copy of the CMA displays in the list of CMAs with (Copy) in its Description.

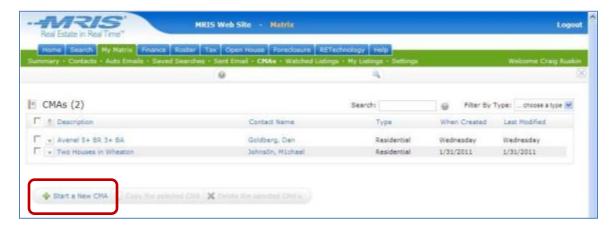


To view options for a particular CMA, click the link for the CMA, or the arrow icon to the left. Perform actions on the CMA by clicking one of the action buttons. The action buttons are the same as the ones that display when expanding a CMA in Contacts. To use the action buttons, follow the procedures in the **Contact CMAs** section in this module.



3.6.1 Start New CMA

Click **Start a New CMA** to create a new CMA. The CMA Wizard displays at the Start page. See the **CMA** section in Module 2 for procedures to create a CMA.

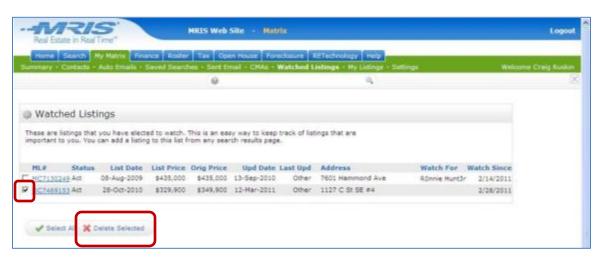


3.7 Watched Listings

Access your watched listings on the Watched Listings page of My Matrix. More information about watched listings is found in the **Watched Listings** subsection of the **Full Listing** section in Module 2 of this manual.

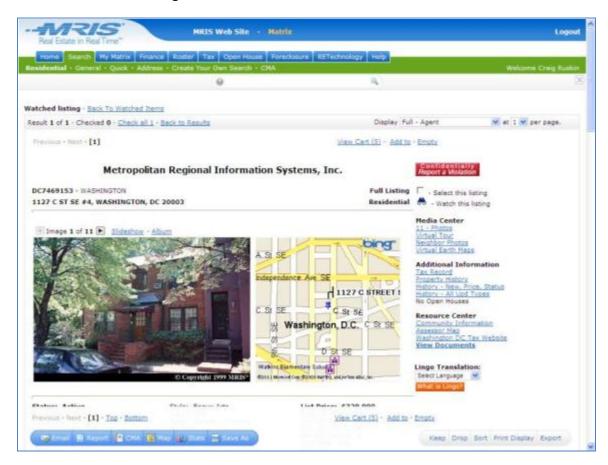


To delete a watched listing, select the checkbox to the left of the ML# and click **Delete Selected**.



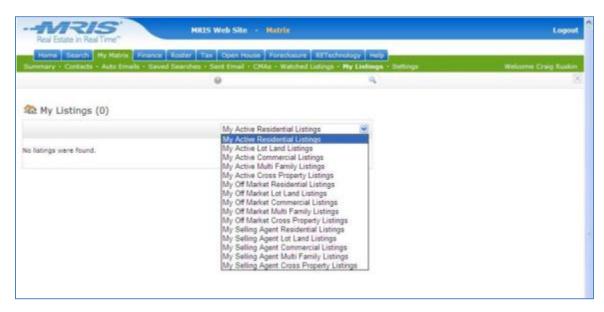
To view a listing, click a link for a ML# in the list.

The listing displays in the *Full – Agent* display format. To explore the information contained in this format, see the **Full Listing** section in Module 2 of this manual.



3.8 My Listings

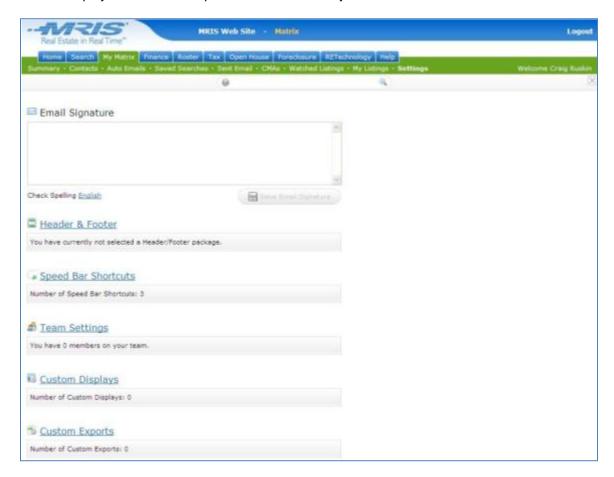
The My Listings page in My Matrix enables you to view your Active and Off Market listings, which includes listings in which you are the selling agent or listing agent. Use the dropdown menu to filter your listings.



Note: Further details for the My Listings page and its functionality in My Matrix are not included in this version of the User Manual, and will be incorporated in a future edition.

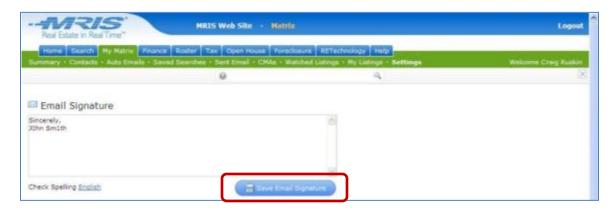
3.9 Settings

The Settings page in My Matrix is where you can add an email signature, add header and footers for emails, view and edit speed bar shortcuts, manage team settings, and create and manage custom displays and custom exports. Each functionality is detailed in a section below.



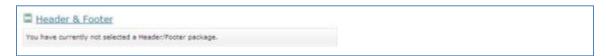
3.9.1 Email Signature

To add an email signature to be included at the end of emails sent from Matrix, on the Settings page in My Matrix click in the **Email Signature** field and enter your signature, and click **Save Email Signature**.

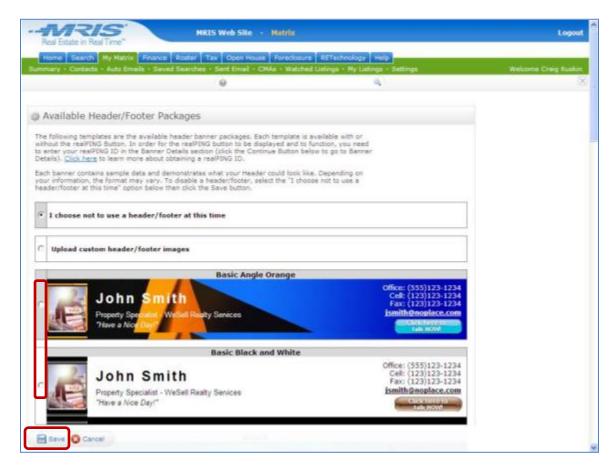


3.9.2 Header and Footer

To add a custom header and footer to all emails sent from Matrix, click **Header & Footer** on the Settings page in My Matrix.



A list of available Header/Footer Packages displays. Select the radio button of your preferred header/footer (scroll down to see more options), and click **Save**. Alternatively, select the **Upload custom header/footer images** radio button and follow the directions on the page to upload a custom header/footer.

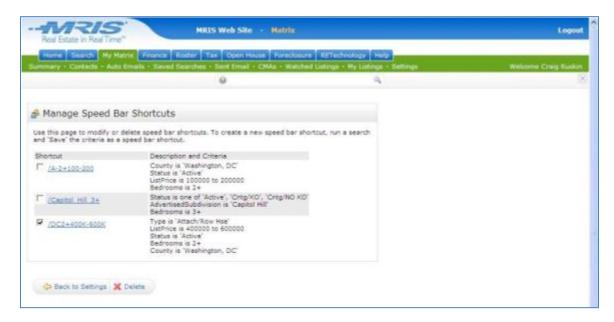


3.9.3 Manage Speed Bar Shortcuts

To manage the Speed Bar Shortcuts you have created, click **Speed Bar Shortcuts** on the Settings page in My Matrix.



Speed Bar Shortcuts are detailed in **Speed Bar** section of Module 1 of this manual. To delete a Speed Bar Shortcut, click the checkbox to the left of the Shortcut link, and click Delete. To modify a Speed Bar Shortcut, click its link.



The search page displays with the current search criteria for the shortcut. Modify the shortcut by changing the criteria for the search using the procedures in the **Perform a Search** section of Module 2 in this manual.

3.9.4 Team Settings

To manage Matrix team settings, click **Team Settings** on the Settings page in My Matrix



The Team Settings page displays.



Note: Further details for the Team Settings page and its functionality in My Matrix have not been updated since the last version of the User Manual. An edited version of the information used in the last version of the manual appears below and contains some images from a prior version of Matrix. Updated Team Settings procedures will be incorporated in a future edition of this manual.

About Matrix Teams

Many agents work as part of a real estate team. Teams may consist of two or more agents watching each other's business while on vacation or groups of agents who work as a team. There are many different descriptions of teams. The Matrix Teams functionality will make it possible for you to add other agents to your team, and also make it possible for another agent to add you to their team.

Team Notification on the Home Page

A notification displays on the Matrix Home page to let Team Owners see how many people are members of the team. Click **Manage Team Settings** beneath the notification to navigate to the Team Settings page in My Matrix.



Working as Another Agent

If an agent adds you to their team, there is a slight difference in the appearance of the home page after you log in to Matrix. In the upper right corner of the home page, click <u>Working as (Your Name)</u>, to display a dropdown menu, and select the agent who added you to their team.



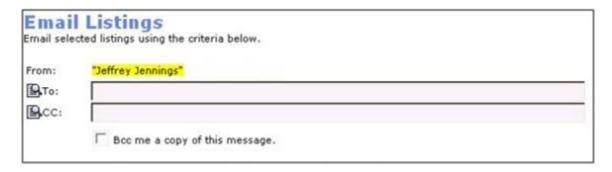
At any time, click on the underlined text in the welcome banner in the upper right corner of the Home page to work as another agent, or to switch back to working as yourself.

Impersonating Another Agent

If an agent you work with added you to his team in Matrix and set you up to impersonate him, you can perform the following functions while impersonating him in Matrix

Emails

Emails sent from Matrix will be sent from the other agent's name and email address (not shown), and will use his email banner and footer. When you send an email from Matrix while you are impersonating another agent, the name and email address in the "From" line will be highlighted in yellow. This is to call your attention to the fact that you are sending that email as that agent. Remember, to the client, the email will look exactly as if it came from the agent you are impersonating.



Other items

Printed reports while impersonating another agent will have the information of the agent you are impersonating in the "Courtesy of" information.

You also have access to the other agent's Matrix Contacts and Saved Searches.

Choosing the individual or Team name when Printing from Matrix

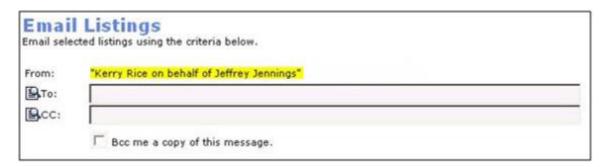
An option is available to email as an individual or team name when impersonating the team. Click the Allow Team Members the option of switching between their own names and the Team Name when printing and emailing to Team Contacts checkbox. This option will only affect teams for which the team owner has set up a Team name in Matrix.

To allow team members the option to choose between their own individual name or the Team name, select the I impersonate this Team radio button and click the Allow Team Members the option of switching between their own names and the Team Name when printing and emailing to Team Contacts checkbox.

Note: This option does not apply when the user selects the Print Display button.

Working on Behalf of another Agent

If an agent you work with added you to their team in Matrix and set you up to work on behalf of him/her, you are able to send Emails from Matrix. However, the email contains your name and email address (not shown) on his behalf, and uses your email banner and footer (if you have chosen one) and email signature (see graphic below).



You also have access to the following:

Print reports (any reports that you print while working on behalf of another agent will indicate that they were printed by you on behalf of the other agent, Matrix Contacts and any Saved Searches.

Adding Other Agents as Your Team Members

Each Matrix user you add to your team will have full access to your Matrix account and can either "impersonate" you or "work on your behalf" depending on the type of access you grant them.

To Add Additional Users to Your Team

Step 1: Click My Matrix.
Step 2: Click Settings.
Step 3: Click Team Settings.



Step 4: In the Add Team Member field, enter the MRIS ID number of the agent to add to the team.Step 5: Click Find.



Step 6: You can choose whether to have the team member impersonate your or work on behalf of you. Matrix automatically defaults to the "impersonate" role. If you want to have the team member instead work on behalf of you, you must select the **Have this team member Work on Behalf of Me** radio button.

Step 7: Click Add.

Team Settings

You can use this page to create and manage a formal team, and/or to simply enable the ability for other Matrix users to work as you.

Add Team Member: Agent Information:

ID #: 183

 Name:
 Smith, Jeffrey (Jeff)

 Home:
 (703) 555-1234

 Home Fax:
 (703) 555-2345

 E-mail:
 Email Agent

 Cell:
 (703)555-3456

Pager:

Agent Office #: (703) 555-1002 Agent Office Fax: (703) 555-5678 Voice Mail: Last Updated: 2007-11-12

Office Information:

Office: Fictional Realty, Inc.

Broker Code: FCTR1 View Details of Office

6

• Have this member Impersonate me

Have this member Work on Behalf me

Add / el

The team settings page displays with the added enabled team member with the selected role.



Click Edit to change the role you gave this team member.

To delete a team member, click the checkbox for the team member and click the **Delete**.

To add a team name, click in the **My team/doing business as name (optional) field**, enter the team name, and click **OK**.

Temporarily Disabling Your Team

To temporarily disable your team, navigate to Team Settings using Steps 1 through 3 of the Adding Other Agents as Your Team Members procedure in this section, and click Click here if you wish to disable this team function. A confirmation page displays.

Team Settings

You can use this page to create and manage a formal team, and/or to simply enable the ability for other Matrix users to work as you.

You have disabled the team function. Click here to re-enable your team.

3.9.5 Custom Displays

Note: Procedures and uses for the Custom Displays page and its functionality in My Matrix have not been fully detailed. The following provides navigation and rudimentary steps.

To customize the way fields display on pages in Matrix, click **Custom Displays** on the Settings page in My Matrix.



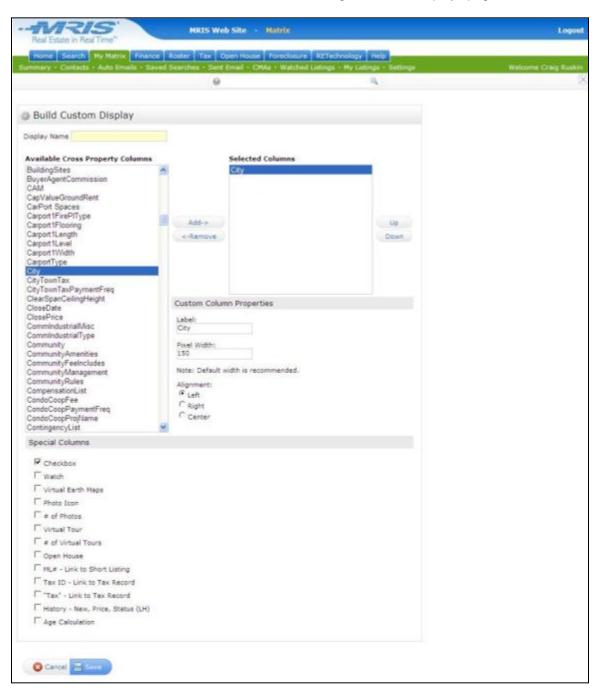
The Manage Customs Displays page displays. Select a table type from the **Table Type** dropdown menu, select a table from the **Table** dropdown menu, and click **Add**.



The Build Custom Display page displays.

Enter a name for the display in the **Display Name** field. To customize a column, click the field name in the **Available Columns** area, click **Add**, and modify the information in the **Custom Column Properties** area. To add special features to the display, check the applicable checkboxes in the **Special Columns** area. Order the columns by selecting a field in the **Special Columns** area and click **Up** or **Down** as applicable.

When finished, click Save, then click Done on the Manage Customs Displays page.



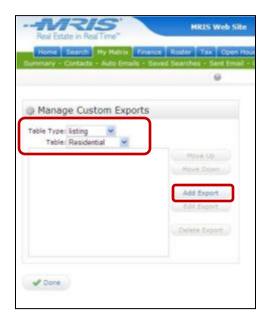
3.9.6 Custom Export

Note: Procedures and uses for the Custom Export page and its functionality in My Matrix have not been fully detailed. The following provides navigation and rudimentary steps.

To customize the way listings data is exported in Matrix, click **Custom Export** on the Settings page in My Matrix.



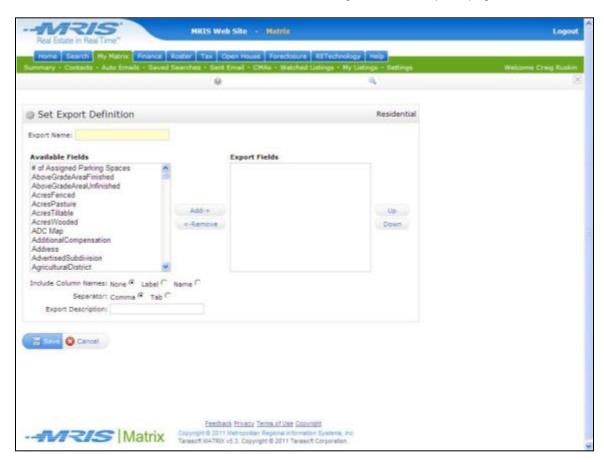
The Manage Customs Exports page displays. Select a table type from the **Table Type** dropdown menu, select a table from the **Table** dropdown menu, and click **Add Export**.



The Set Export Definition page displays.

Enter a name for the export in the **Export Name** field. To customize an export, click the field name in the **Available Fields** area, click **Add**, select *None*, *Label* or *Name* from the **Include Column Names** radio buttons, and select *Comma* or *Tab* from the **Separator** radio buttons. Order the fields in the definition by selecting a field in the **Export Fields** area and click **Up** or **Down** as applicable.

When finished, click Save, then click Done on the Manage Customs Exports page.



Module 4 – Finance

As a Realtor® you may play the role of trusted advisor, attorney, appraiser, best friend, or inspector. But in reality, the only role you're licensed for is that of a real estate agent. In an effort to be the best agent you can be, you probably ensure your clients are armed with enough information to be comfortable with any transaction.

The Financial Tab has several calculators that may enrich your client's knowledge and comfort with the home buying process. The calculators cover home and personal financing, investment and retirement. Navigate to this resource by clicking **Finance**, and click a link to display a calculator.



Module 5 – Roster

The **Roster** page serves as a convenient tool to help you find other agents by name or by office. Through the Roster, an agent can be emailed directly from Matrix without looking up the contact information in another email program. Office contact information is also available in the Roster.

5.1 Search for Agent

To search for an agent, perform the following procedure.

Step 1: Click Roster.

Step 2: Click Search for Agent.



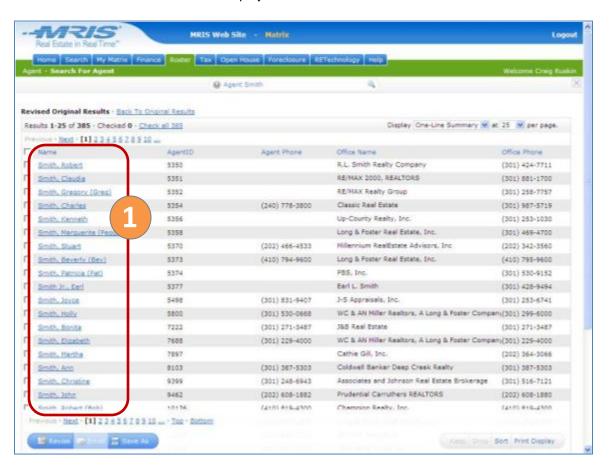
The Search for Agent Search page displays.

Step 3: Enter search criteria in the Agent ID, Last Name, First Name, Nickname, Company Name and/or Broker Code fields.

Step 4: Click Search.



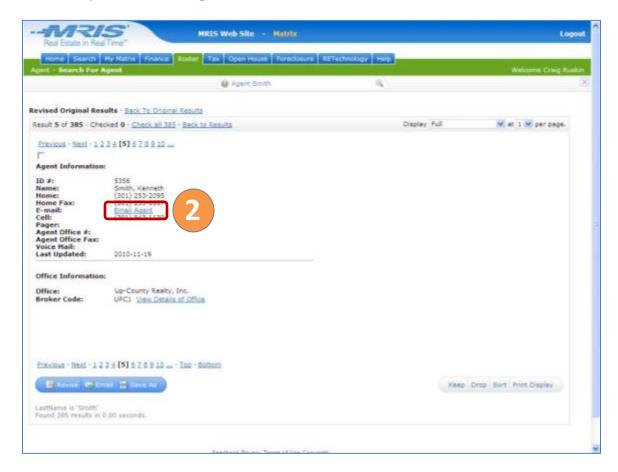
The search results display.



5.2 Email Agent

To email an agent after obtaining their record the search results, continue with this procedure.

- Step 1: Click the name of the agent to email. (See previous page.)
- Step 2: Click Email Agent.



Your default email server client will display a blank email to be sent. The agent's email information auto-populates the "To:" line

Step 3: Create the email as you normally would in your email client. In most email clients, you enter the Subject line, type the message, and click **Send**.

5.3 Search for Office

To search for an office, perform the following procedure.

Step 1: Click Roster.

Step 2: Click Search for Office.



The Search for Office Search page displays.

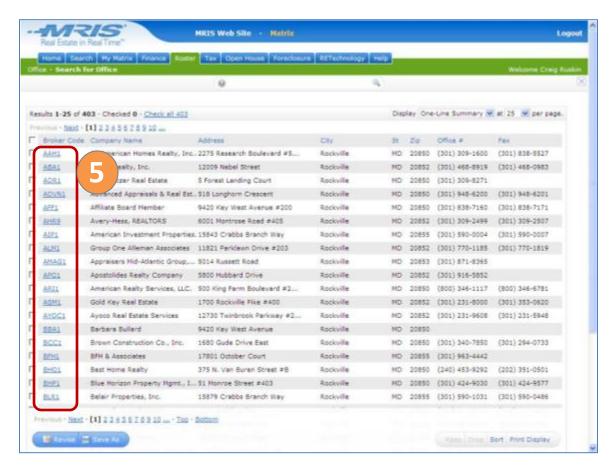
Step 3: Enter search criteria in the Company Name, Broker Code, Street Name, City, Zip Code and/or Office Phone fields.

Step 4: Click Search.

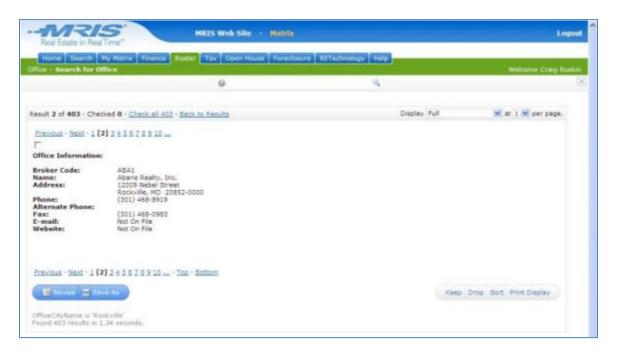


The search results display.

Step 5: Click the applicable Broker Code link.



The Office Information displays.



Module 6 - Tax

The **Tax** page enables you to search for tax records via five different tax search types.

The **General** search page enables you to search for properties using the *County, Tax ID, Absentee Owner, Lot Acreage, Plat Folio, Plat Liber* and *Year Built* fields, among others.

The **Quick** search page enables you to search by *County*, *TaxID/Account/Ticket* or *Map Search* fields.

The Address (Property) search page enables you to search by the Property Address.

The **Address (Mailing)** search enables you to search by the Owner's Mailing Address fields.

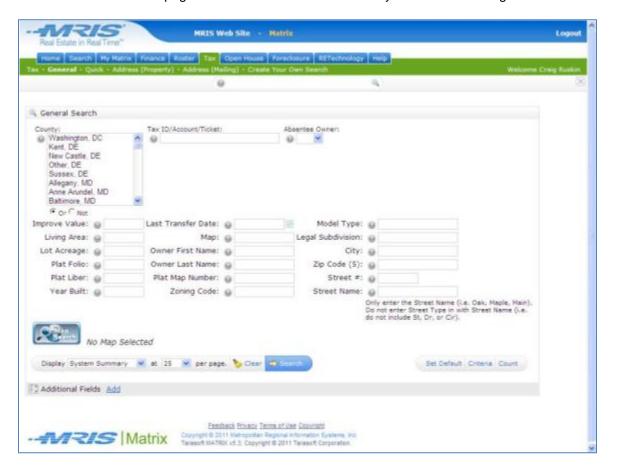
The **Create Your Own Search** search page contains just two fields, *County* and *Map Search*. Add additional fields to customize the search. Fields added to a search page remain on the search page for future searches until they are removed.



All tax searches, regardless of search type and search type follow the same basic steps:

First, navigate to the search page and specify search criteria. Optionally, add and remove additional criteria, select a map, customize the way search results display, and check criteria and counts. After inputting criteria, click **Search** to enact the search. Optionally, save the search.

The General Tax search page is below to illustrate the similarity to a General listings search.



Note: The procedures for searching for tax records are identical to searching for listings. The search criteria (fields) and the type of information in the search results differ, but the methods for obtaining the results are exactly the same. See the **Perform a Search** section in Module 2 of this manual for search procedures.

Moreover, you can explore and manipulate the search results, and work with selected listings in the exact manner as you would with a listings search. See the **Search Results** and **Work with Selected Listings** sections in Module 2 of this manual for more information.

Module 7 – Open House

The **Open House** page enables you to search for open houses using two search types.

The **General** search page enables you to search for properties using the same search criteria found in General Residential listings searches.

The **Quick/Address** search page enables you to search using the same search criteria found in Address Residential listings searches, plus some extra fields pertaining to open houses.



All open house searches, regardless of search type and search type follow the same basic steps:

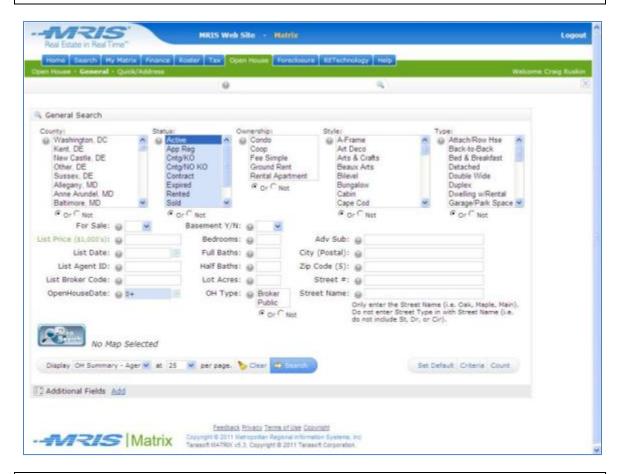
First, navigate to the search page and specify search criteria. Optionally, add and remove additional criteria, select a map, customize the way search results display, and check criteria and counts. After inputting criteria, click **Search** to enact the search. Optionally, save the search.

An example of the General Open House search is below.

Note: When inputting search criteria on Open House-related fields, note the following:

OpenHouseDate defaults to 0+. To search for a date, enter the date in mm/dd/yyyy format

Select the *Broker* or *Public* in the **OH Type** field to further limit your search.



Note: The procedures for searching for open houses are identical to searching for listings. The search criteria (fields) and the type of information in the search results differ, but the methods for obtaining the results are exactly the same. See the **Perform a Search** section in Module 2 of this manual for search procedures.

Moreover, you can explore and manipulate the search results, and work with selected listings in the exact manner as you would with a listings search. See the **Search Results** and **Work with Selected Listings** sections in Module 2 of this manual for more information.

Module 8 – Foreclosure

MRIS has partnered with First American CoreLogic to bring you the most extensive online foreclosure activity information. The Foreclosure Activity Tool was designed to improve your business whether it entails marketing, selling or appraising property. Through First American's Realist program, you have access to search independently sourced information about properties in all stages of the foreclosure process including: Pre-foreclosure, Auction and Bank Owned/Real Estate Owned (REO). This helps you identify if the listing presentation you are about to make or the property you are about to show is in the foreclosure process

Realtors can use this tool to:

- Target market distressed properties to generate more sales
- · Readily identify distressed properties whether current or potential listings
- Accelerate the successful transaction of financially distressed properties

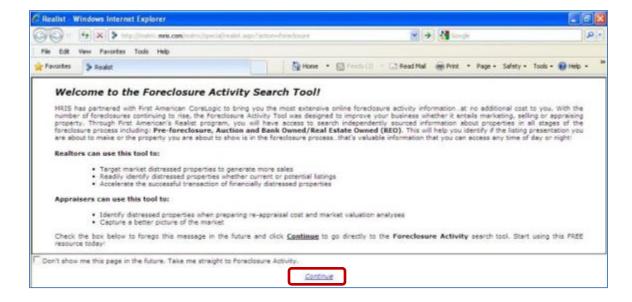
Appraisers can use this tool to:

- Identify distressed properties when preparing re-appraisal cost and market valuation analyses
- · Capture a better picture of the market

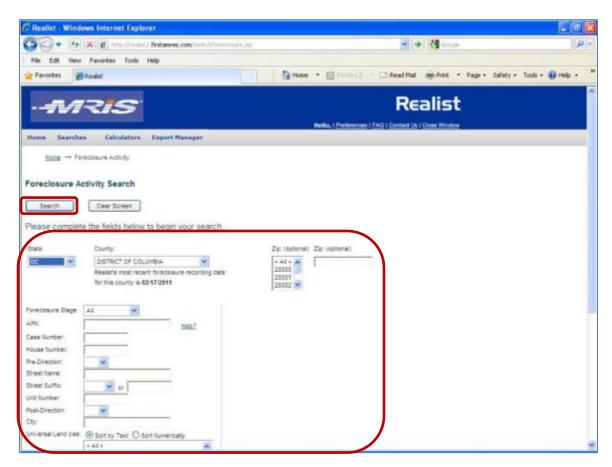
Click Foreclosure to navigate to this resource.



A splash page displays in another window detailing the benefits of the tool. Click Continue.



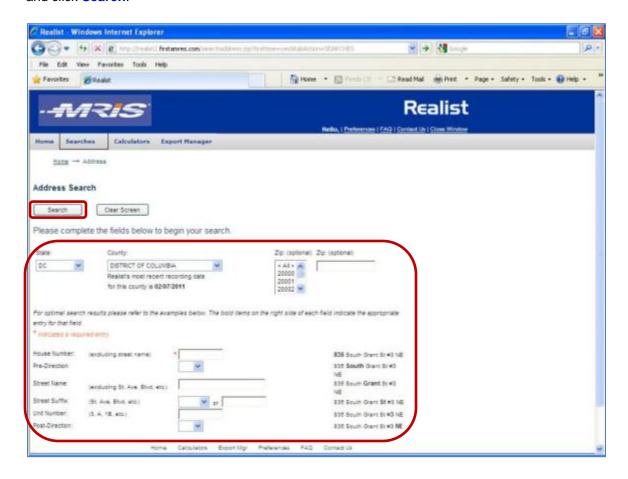
The Foreclosure Activity Search page defaults. Enter search criteria and click **Search** to search for a property.



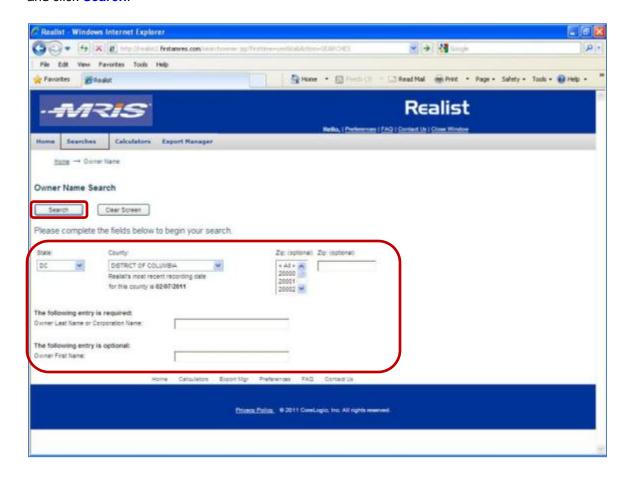
To change the type of search, place your cursor over **Searches** in the main menu. A menu displays. Click **Address** or **Owner Name** to search by either of those criteria.



To search by address, click **Address** from the Searches dropdown menu, enter search criteria and click **Search**.



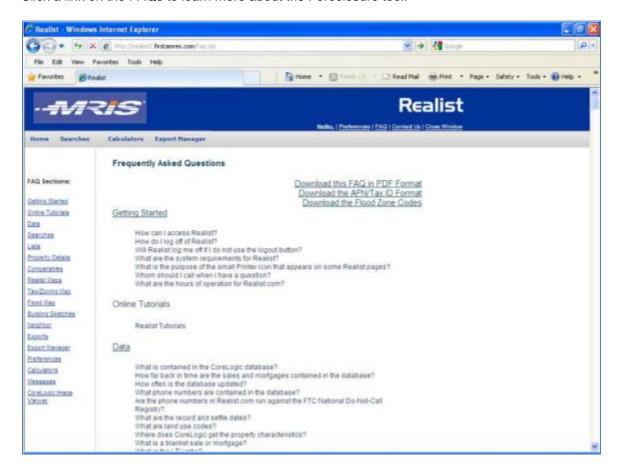
To search by owner, click **Owner Name** from the Searches dropdown menu, enter search criteria and click **Search**.



To view the Frequently Asked Questions, click FAQ, located at the bottom of each page.



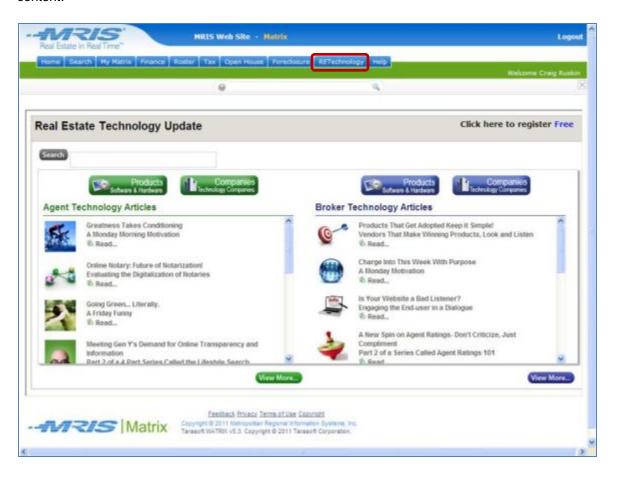
Click a link on the FAQs to learn more about the Foreclosure tool.



Module 9 – RETechnology

Matrix offers you a portal for relevant, industry-specific tools and information for Agents and Brokers. This includes information about software and hardware products, technology companies germane to real estate, and also contains articles to keep you informed about the intersection of technology and real estate. RETechnology.com Premium Membership is required to register, and is included in your subscription to MRIS.

Click **RETechnology** to navigate to this resource, and click the links and buttons to explore the content.



Module 10 – Help

Matrix offers a robust set of links to provide you the latest information on Matrix's functionality. Navigate to this resource by clicking **Help** and click links to explore newly updated information, additional resources, and Frequently Asked Questions.

